

# 2000-2001

*County  
of  
San  
Mateo*

## **Occupational Outlook Report**

A product of California Cooperative Occupational Information System in cooperation with  
County of San Mateo Human Services Agency and the Peninsula Library System Community Information Program

# County of San Mateo Occupational Outlook Report 2000-2001

A product of the California Cooperative Occupational Information System, sponsored by the County of San Mateo Human Services Agency, the State of California Employment Development Department, and the California Occupational Information Coordinating Committee.

## *Administered by*

County of San Mateo Human Services Agency  
Maureen Borland, Director  
Ursula Bischoff, Research & Planning Manager  
<http://www.co.sanmateo.ca.us/hsa.dir/index.htm>

Peninsula Library System Community Information Program  
Janet Hofmann, Program Manager  
<http://www.plsinfo.org>

State of California Employment Development Department  
<http://www.edd.cahwnet.gov>

California Cooperative Occupational Information System  
<http://www.calmis.ca.gov/htmlfile/ccois/intro.htm>

## *In Cooperation with*

Board of Supervisors, San Mateo County  
Mark Church, First District  
Rose Jacobs Gibson, Fourth District  
Richard S. Gordon, Third District  
Jerry Hill, Vice-President, Second District  
Michael D. Nevin, President, Fifth District  
<http://www.co.sanmateo.ca.us/ctybos.htm>

San Mateo County Workforce Investment Board  
Don Mendel, Chair  
Robert Schwab, Director



# Acknowledgements

---

The County of San Mateo Human Services Agency and the Peninsula Library System Community Information Program wish to express profound gratitude to the employers, training providers, and educational institutions that contributed time, effort and information to this Occupational Outlook Report. Additional thanks are due to the members of the San Mateo County Workforce Investment Board who assisted in occupation selection.

The Peninsula Library System Community Information Program (CIP) collected the data for this report under the excellent administration of Libbie Horn. David Page was responsible for researching and contacting employers in our very busy County. Cathy Nessier graciously persevered in data collection and verification. Patricia Michelin readily contributed assistance in numerous ways.

The County of San Mateo Human Services Agency Research and Planning Unit provided support through many stages of this project. Lucho Bravo and Lena Carr provided energetic and productive assistance in the data collection phase. James V. Miller provided editing and coordination of the report as well as encouraging support to all staff. We are grateful to Robin Hackman, Janice Jumper, and Yadhira Vera for their assistance.

We would like to thank the LMID/CCOIS managers and staff: Richard Holden, Brendan Kelly, Fernando Pina, Fran Styron, Susan Connelly, Randy Robin, and Conrad Gauntlett. Finally, special thanks to Eric Morikawa, CCOIS Site Analyst, for his patience and dedication to product excellence.



# Contents

Introduction.....	7
Uses For This Report.....	8
Definitions of Standard Terms .....	9
Program Methods.....	11
Occupational Summaries .....	13
Assemblers – Electrical and Electronic Equipment – Precision .....	14
Bookkeeping, Accounting, and Auditing Clerks, Including Bookkeepers .....	16
Carpenters .....	18
Child Care Workers .....	20
Computer Support Specialists .....	22
Customer Service Representatives .....	24
Data Processing Equipment Repairers....	26
Dental Assistants .....	28
Electrical and Electronic Engineers .....	30
Engineering, Mathematical, and Natural Sciences Managers .....	32
Freight, Stock, and Material Movers – Hand .....	34
General Office Clerks.....	36
Hand Packers and Packagers .....	38
Hotel Desk Clerks .....	40
Machinists .....	42
Maintenance Repairers – General Utility .....	44
Marketing, Advertising, and Public Relations Managers .....	46
Medical Assistants .....	48
Plumbers, Pipefitters, and Steamfitters....	50
Production, Planning, and Expediting Clerks .....	52
Sales Representatives – Except Scientific and Related Products and Services and Retail .....	54
Salespersons – Retail (Except Vehicle Sales) .....	56
Sheet Metal Workers .....	58
Surgical Technicians.....	60
Traffic, Shipping, and Receiving Clerks .....	62
Truck Drivers, Light – Include Delivery and Route Workers.....	64
San Mateo County Training Directory.....	67
CCOIS Questionnaire .....	87





# Introduction

---

**T**hank you for choosing to review the 2000-2001 San Mateo County Occupational Outlook Report (OOR). The purpose of this OOR is to provide information for labor market decisions, including personnel management, career counseling and selection, and vocational training program planning.

The information presented in this OOR was collected and analyzed through a partnership between state and local agencies. Staff of the San Mateo County Community Information Program and the San Mateo County Human Services Agency compiled the information in this report. Additional assistance was provided by the California Employment Development Division (EDD).

Information in the Occupational Summaries portion of this report applies specifically to San Mateo County unless otherwise noted. The data contained in this report was collected from August 11, 2000 through March 12, 2001. Local users of occupational information selected the occupations presented for study. These users include program administrators, vocational planners and counselors, employers, and others.

# Uses for this Report

---

Information in this report can be used by a variety of organizations and individuals for many different purposes. Some uses include:

**Economic Development** – Organizations use information regarding occupational size, expected growth rates, and wages to estimate business growth and development potential.

**Career Decisions** – Career counselors and job seekers use the information on skills, abilities, experience, training, occupational size and projected growth rates to make informed occupational choices.

**Human Resource Management** – Human resource personnel use this report to gauge competitive wages and benefits, improve recruitment methods, and determine the availability of qualified workers for business growth and relocation.

**Program Planning** – Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs.

**Curriculum Design** – Training providers can evaluate their training programs based upon current and projected occupational needs.

While every effort has been made to ensure this report is timely and accurate, occupational information changes rapidly. It is strongly recommended that users of this information consider additional new information not included in this report.



# Definitions of Standard Terms

Following are descriptions of each section of the Occupational Summaries and the definitions of standard terms used in each section.

## Occupation

Occupations are listed alphabetically by their Occupational Employment Statistics (OES) or Dictionary of Occupational Titles (DOT) titles. The titles and definitions are based on the OES dictionary published by the Bureau of Labor Statistics, May 1992, and the DOT, published by the U.S. Department of Labor, Employment and Training Administration, Fourth Edition – Revised, 1991. The occupations were selected based on the needs of local users.

## Wages and Benefits

This section provides basic information on union status, hours worked, and shifts.

When reference is made to “all, almost all, most, many, some, or few” of the survey respondents, the following guidelines apply:

<i>All Employers:</i>	100% of responding employers.
<i>Almost All Employers:</i>	80% up to but not including 100% of responding employers.
<i>Most Employers:</i>	60% up to but not including 80% of responding employers.
<i>Many Employers:</i>	40% up to but not including 60% of responding employers.
<i>Some Employers:</i>	20% up to but not including 40% of responding employers.
<i>Few Employers:</i>	Less than 20% of responding employers.

**Wages** are reported based on hourly rates. The data are not intended to represent official prevailing wages. Ranges and median wages are those reported by surveyed employers and contracts with labor unions or collective bargaining agreements. The report does not include extreme wages. Wages included in this report are those paid by employers participating in the survey for employees at three levels of experience:

<i>Entry Level/ No Experience:</i>	Wage paid to persons trained but without paid experience in the occupation.
<i>Experienced/ New to Firm:</i>	Wage paid to journey-level or experienced persons just starting at the firm.
<i>3+ Years Experience with Firm:</i>	Wages generally paid to persons with more than three years' journey-level experience at the firm.

**Benefit** information indicates the extent to which employers provide medical insurance and other benefits to full-time and part-time employees.

## Employer Requirements

This section presents the amount and kinds of education, work experience, training, licenses, skills, and computer skills. While minimal educational requirements have been shown as employers expressed them, these educational requirements are not always essential for the performance of job duties. Because the lack of education will create a barrier with some employers, employers' educational statements have been included in this report.

## Employment Trends

Employment trends include data and information in the areas listed below. Much of this information is extracted from the Employment Development Department (EDD) Labor Market Information Division (LMID) 2000 Updates of Projections and Planning Information for San Mateo County.

## Definitions of Standard Terms *(cont'd)*

Occupational Employment Projections, Table 6, exhibits information relevant to size, projected openings, and employment trends for an OES occupation. The projections are for a seven year period from 1995 to 2002. Estimated employment levels for each occupation are listed, along with size and growth estimates. Unless otherwise noted, employment trends are projected to five years in the future. It is important to not overemphasize growth in an occupation.

**Occupation Size** refers to the number of people employed in an occupation. Occupation size in San Mateo County is measured using the following scale:

<i>Small:</i>	Less than 454 employed.
<i>Medium:</i>	454 to 908 employed.
<i>Large:</i>	909 to 1,970 employed.
<i>Very Large:</i>	More than 1,970 employed.

**Growth Rate** refers to the projected proportional increase in the number of jobs in an occupation. Rate of growth in San Mateo County is measured using the following scale:

<i>Much Faster Than Average:</i>	1.5 times average or more.
<i>Faster Than Average:</i>	1.1 to, but not including, 1.5 times average.
<i>Average:</i>	0.9 to, but not including, 1.1 times average.
<i>Slower Than Average:</i>	0.1 to, but not including, 0.9 times average.
<i>No Significant Change:</i>	-0.1 to, but not including, 0.1 times average.
<i>Slow Decline:</i>	-0.1 times average or less.

**Gender Breakdown** is stated as the percentage of female employees represented.

**Supply and Demand** describes the relative difficulty employers experience in locating qualified applicants for inexperienced entry level and experienced positions in the occupation. Supply and demand terms are defined as:

*Very Difficult:* Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

*Moderately Difficult:* Demand is somewhat greater than the supply of qualified applicants. Employers may have difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

*Not Difficult:* Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

**Recruitment Methods** are the most popular approaches employers use when recruiting employees for an occupation.

**Turnover** is a comparison of the total number of employees in an occupation to vacancies filled. Vacant positions may result from employee promotion, employee leaving, a new permanent position created, or a temporary position created.

**Where the Jobs Are** lists major employing industries that can be found in Table IV of the LMID's Forecast Tables.

**Projections** are an overview of the decline, stability, or growth of job opportunities. Employers were asked if during the past twelve months, employment in the occupation declined, remained stable, or grew. Additionally, employers were asked if they expect employment in an occupation to decline, remain stable, or grow in the next twenty-four months.

### *Other Information*

This section presents the amount and types of promotional opportunities related to the occupation.

# Program Methods

## *Occupation Selection*

The following process was used to select the occupations to be included in this program. Initially, criteria were identified by San Mateo County Workforce Investment Board (WIB) staff to narrow down the list of occupations to be surveyed. The criteria were:

- the occupation has a substantial employment base in San Mateo County
- there are a substantial number of job openings in the county

For these criteria, occupational forecast tables prepared by the California Employment Development Department (EDD) were reviewed. These tables provided past, present, and future employment by occupation and projected job growth rates for occupations in San Mateo County. Using these tables, occupations that showed a strong projected growth rate and/or have a substantial employment base and are expected to have a substantial need for replacement employers were selected.

A preliminary list of occupations was developed. This list was reviewed by local users of labor market information. With input from these users, occupations were dropped and others added until a final list of occupations to be studied for the year was developed. Each occupation was then clearly defined to ensure that the information collected pertained to the appropriate occupations.

## *Title and Definition of Occupation*

Occupations represent what workers do. They are the name or title used to identify the various activities and functions of a worker.

The method for classifying occupations used in the program is the Occupational Employment Statistics (OES) classification system developed by the U.S. Department of Labor's Bureau of Labor Statistics (BLS), or the Dictionary of Occupational Titles (DOT) developed by the Department of Labor.

BLS uses the OES classification system nationwide to study staffing patterns within industries.

The DOT is used nationwide to properly match jobs with workers.

## *Survey Sample Selection*

After the occupations were selected and defined, an employer sample was developed for each occupation. One consideration in drawing up the employer sample was to identify the industry classification.

An industry is a title for a group of firms that produce similar goods and services. An industry title represents the economic activity in which a firm is engaged. Industries are classified by the Standard Industrial Classification (SIC) Manual. There are nine major industry groups that contain detailed industry categories. Every firm in the state is classified in one or more of these detailed industry categories, according to the products or services they provide.

LMID staff, using a detailed database of employers and occupational staffing within industries, chose a representative sample of employers for each of the occupations. For example, a registered nurse would generally work for a firm classified in the health services category, whereas a receptionist and information clerk may be scattered across several industries, such as health services, retail trade, manufacturing, etc.

This was considered for each occupation when establishing the sample of employers that would receive questionnaires. This sample was carefully reviewed by the CCOIS Specialist and employers were added and deleted, as appropriate, to obtain a sample of 40 employers for each occupation.

## *Questionnaire Development*

A basic questionnaire was used for all occupations. The WIB staff developed local questions that were added to each questionnaire prior to beginning the survey.

---

### *Survey Procedures*

The following survey procedures were used:

- Questionnaires were mailed to a sample of 40 employers for each occupation, beginning August 11, 1999.
- Employers not responding within a stated response time were contacted by phone to encourage them to return the questionnaire, via mail or fax. Employers were also given the opportunity to complete the questionnaire by phone.
- All surveys were reviewed to monitor accuracy and completeness. Employers were contacted if answers were unclear.
- If a sufficient number of responses could not be obtained from the finalized sample of 40 employers, additional employers to survey were again identified. This was necessary when an employer could not match the occupational description with a company position, or refused to participate in the survey.
- Data collection was completed on March 12, 2001.

### *Tabulation and Results*

The survey responses were entered into a database and tabulations were produced. From those tabulations the data were analyzed and the final Occupation Summaries were prepared. Each Occupational Summary contains information on training and hiring requirements, size of occupation, employment trends, supply/demand assessment, wages and benefits, and other information. Specific employer information is and will remain confidential.

# Occupational Summaries

---

Assemblers – Electrical and Electronic  
Equipment – Precision  
Bookkeeping, Accounting, and Auditing  
Clerks, Including Bookkeepers  
Carpenters  
Child Care Workers  
Computer Support Specialists  
Customer Service Representatives  
Data Processing Equipment Repairers  
Dental Assistants  
Electrical and Electronic Engineers  
Engineering, Mathematical, and Natural  
Sciences Managers  
Freight, Stock, and Material Movers – Hand  
General Office Clerks  
Hand Packers and Packagers  
Hotel Desk Clerks  
Machinists  
Maintenance Repairers – General Utility  
Marketing, Advertising, and Public  
Relations Managers  
Medical Assistants  
Plumbers, Pipefitters, and Steamfitters  
Production, Planning, and Expediting Clerks  
Sales Representatives (Except Scientific and  
Related Products and Services and Retail)  
Salespersons – Retail (Except Vehicle Sales)  
Sheet Metal Workers  
Surgical Technicians  
Traffic, Shipping, and Receiving Clerks  
Truck Drivers, Light – Include Delivery and  
Route Workers

# Assemblers – Electrical and Electronic Equipment – Precision

## DESCRIPTION

Assemblers of Electrical and Electronic Equipment – Precision assemble or modify prototypes or final assemblies of electrical or electronic equipment, such as missile control systems, radio and test equipment, computers, machine-tool numerical controls, radar, sonar, and telemetering systems, or appliances. Please include workers who primarily assemble electrical systems for machinery.

## WAGES AND BENEFITS

Few of the firms in this survey were unionized. Almost all firms reported that employees worked full-time. Few firms reported part-time employees. Full-time employees average 40-hour weeks whereas part-time employees average 27 hours per week.

### Wages

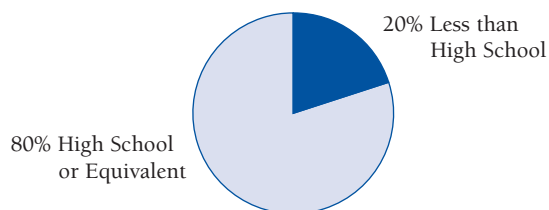
NON-UNION AND UNION	RANGE	MEDIAN
Entry Level/No Experience	\$7.00 – \$10.75	\$9.00
Experienced/New to Firm	\$8.00 – \$20.00	\$12.00
3+ Years Experience with Firm	\$9.00 – \$20.00	\$13.50

### Benefits

	EMPLOYER PAYS ALL FT / PT	SHARED COST FT / PT	EMPLOYEE PAYS ALL FT / PT	NOT PROVIDED FT / PT
Medical	80% NA	20% NA	0% NA	0% NA
Dental	67% NA	27% NA	0% NA	7% NA
Vision	53% NA	7% NA	0% NA	40% NA
Life Insurance	67% NA	7% NA	0% NA	27% NA
Sick Leave	93% NA	0% NA	0% NA	7% NA
Vacation	100% NA	0% NA	0% NA	0% NA
Retirement	40% NA	40% NA	0% NA	20% NA
Child Care	7% NA	13% NA	0% NA	80% NA
Other	13% NA	0% NA	0% NA	27% NA

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	40%	7%	53%
Other occupational experience accepted*	64%	36%	NA

\*14 employers responded

TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience*	57%	43%	NA
Technical or vocational training required	13%	73%	13%

\*14 employers responded

### Important Skills

Mechanical aptitude  
Hand tools  
Electrical

### Computer Skills

Most employers seek word processing and spreadsheet skills; some employers seek database skills.

OES CODE: 931140

ALTERNATE JOB TITLES: General Assembler,  
Electrical Equipment Worker, Precision Mechanical  
Assembler

FIRMS RESPONDING: 15

EMPLOYEES TOTAL: 583

## EMPLOYMENT TRENDS

Occupation Size 1995: Small (less than 454)  
Growth Rate: Much faster than average (62.5%)  
Gender Breakdown: 49% Female

### Supply and Demand

*Experienced* – Moderately Difficult – Demand is somewhat greater than the supply of qualified applicants. Employers may have difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

*Inexperienced* – Moderately Difficult – Demand is somewhat greater than the supply of qualified applicants. Employers may have difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Recruitment Methods

In-House Promotions	7%
Employee Referrals	93%
Newspaper Ads	67%
Private Employment Agencies	33%
EDD	7%
School, Program Referrals	7%
Union Hall Referrals	0%
Walk-In Applicants	27%
Trade Journals	0%
Internet	20%
Colleges/Universities	7%
Other	20%

### Turnover

Vacancies over the last 12 months resulting from:	
Promotions	22%
Employees Leaving	53%
New Positions	21%
Temporary	4%

### Where the Jobs Are

#### SIC   Industry

3571 Electronic Computers  
3612 Transformers, Except Electronic  
3663 Radio and TV Communications Equipment  
3671 Electron Tubes  
3825 Instruments to Measure Electricity

### Projections

Many employers report that employment levels over the past year have remained stable; many employers report growing levels. Almost all employers project that over the next two years employment levels will remain stable; some employers expect growth.

### Other Information

Almost all employers provide promotional opportunities into occupations such as Technician, Senior Technician, Lead, Test Foreman, Operations Specialist, Supervisor, Manager, or Manufacturing Manager.



# Bookkeeping, Accounting, and Auditing Clerks, Including Bookkeepers

## DESCRIPTION

Bookkeeping, Accounting, and Auditing Clerks, Including Bookkeepers, compute, classify, and record numerical data to keep sets of financial data complete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers.

## WAGES AND BENEFITS

Few of the firms in this survey were unionized. Almost all firms reported that employees worked full-time. Few firms reported part-time employees. Full-time employees average 39-hour weeks whereas part-time employees average 32 hours per week.

### Wages

NON-UNION	RANGE	MEDIAN
Entry Level/No Experience	\$10.00 – \$16.00	\$11.76
Experienced/New to Firm	\$12.00 – \$20.00	\$15.00
3+ Years Experience with Firm	\$15.00 – \$23.00	\$17.88

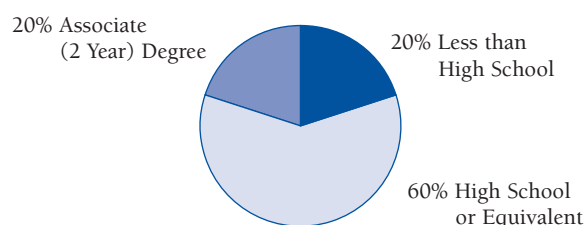
UNION/COLLECTIVE BARGAINING	RANGE	MEDIAN
Entry Level/No Experience	NA	NA
Experienced/New to Firm	NA	NA
3+ Years Experience with Firm	NA	NA

### Benefits

	EMPLOYER PAYS ALL FT / PT	SHARED COST FT / PT	EMPLOYEE PAYS ALL FT / PT	NOT PROVIDED FT / PT
Medical	40% NA	60% NA	0% NA	0% NA
Dental	33% NA	67% NA	0% NA	0% NA
Vision	20% NA	27% NA	0% NA	53% NA
Life Insurance	60% NA	20% NA	0% NA	20% NA
Sick Leave	93% NA	0% NA	0% NA	7% NA
Vacation	100% NA	0% NA	0% NA	0% NA
Retirement	13% NA	60% NA	13% NA	13% NA
Child Care	0% NA	13% NA	0% NA	87% NA
Other	0% NA	13% NA	0% NA	13% NA

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	67%	7%	27%
Other occupational experience accepted*	64%	36%	NA

\*11 employers responded

TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience*	50%	50%	NA
Technical or vocational training required	27%	60%	13%

\*14 employers responded

### Important Skills

10-Key

### Computer Skills

Almost all employers seek word processing and spreadsheet skills; a few employers seek database skills.

OES CODE: 553380

ALTERNATE JOB TITLES: Accounting Clerk,  
Payroll Clerk, Junior Accountant

FIRMS RESPONDING: 15

EMPLOYEES TOTAL: 70

## EMPLOYMENT TRENDS

Occupation Size 1995: Very Large (more than 1,970)  
Growth Rate: Slower than average (8.0%)  
Gender Breakdown: 89% Female

### Supply and Demand

*Experienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

*Inexperienced* – Not Difficult – Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

### Recruitment methods

In-House Promotions	36%
Employee Referrals	71%
Newspaper Ads	71%
Private Employment Agencies	43%
EDD	14%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-In Applicants	29%
Trade Journals	0%
Internet	21%
Colleges/Universities	7%
Other	7%

### Turnover

Vacancies over the last 12 months resulting from:	
Promotions	23%
Employees Leaving	54%
New Positions	23%
Temporary	0%

### Where the Jobs Are

#### SIC   Industry

1521	Single-Family Housing Construction
1711	Plumbing, Heating, Air-Conditioning
3357	Nonferrous Wiredrawing and Insulating
4731	Freight Transportation Arrangement
5411	Grocery Stores
5511	New and Used Car Dealers
5812	Eating Places
6411	Insurance Agents, Brokers, and Service
6531	Real Estate Agents and Managers
6722	Management Investment, Open-End
7011	Hotels and Motels
7361	Employment Agencies
7363	Help Supply Services
7371	Computer Programming Services
7372	Prepackaged Software
7373	Computer Integrated Systems Design
8011	Offices and Clinics of Medical Doctors
8111	Legal Services
8211	Elementary and Secondary Schools
8661	Religious Organizations
8721	Accounting, Auditing, and Bookkeeping
9030	Local Government

### Projections

Almost all employers report that employment levels over the past year have remained stable. A few employers report declining employment levels over the past year; a few employers report growing levels. Almost all employers project that over the next two years employment levels will remain stable; a few employers expect growth.

### Other Information

Most employers provide promotional opportunities into occupations such as Accounting Manager or Business Manager.

# Carpenters

## DESCRIPTION

Carpenters perform the carpentry duties necessary to make or repair wooden structures, structural members, and fixtures and equipment using carpentry tools and woodworking machines. Please do not include Cabinetmakers and Bench Carpenters.

## WAGES AND BENEFITS

Most of the firms in this survey were unionized. All firms reported that employees worked full-time. Full-time employees average 39 hours per week.

### Wages

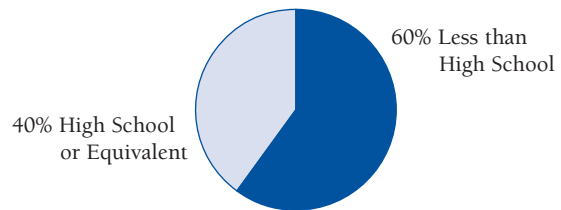
NON-UNION	RANGE	MEDIAN
Entry Level/No Experience	\$9.00 – \$15.00	\$12.50
Experienced/New to Firm	\$12.00 – \$25.00	\$18.50
3+ Years Experience with Firm	\$16.00 – \$30.00	\$22.50
UNION/COLLECTIVE BARGAINING	RANGE	MEDIAN
Entry Level/No Experience	\$10.00 – \$28.00	\$15.40
Experienced/New to Firm	\$12.00 – \$30.50	\$28.00
3+ Years Experience with Firm	\$18.00 – \$31.48	\$28.50

### Benefits

	EMPLOYER PAYS ALL FT / PT	SHARED COST FT / PT	EMPLOYEE PAYS ALL FT / PT	NOT PROVIDED FT / PT
Medical	60% NA	13% NA	27% NA	0% NA
Dental	40% NA	13% NA	33% NA	13% NA
Vision	40% NA	0% NA	27% NA	33% NA
Life Insurance	27% NA	7% NA	27% NA	40% NA
Sick Leave	20% NA	0% NA	27% NA	53% NA
Vacation	60% NA	0% NA	33% NA	7% NA
Retirement	33% NA	20% NA	47% NA	0% NA
Child Care	0% NA	0% NA	0% NA	100% NA
Other	0% NA	0% NA	0% NA	0% NA

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	33%	7%	60%
Other occupational experience accepted*	43%	57%	NA

\*14 employers responded

TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience*	71%	29%	NA
Technical or vocational training required	53%	40%	7%

\*14 employers responded

### Important Skills

Professional demeanor  
Basic math  
Blueprint reading

### Computer Skills

Most employers seek word processing and spreadsheet skills.

OES CODE: 871020

ALTERNATE JOB TITLES: Carpenter –  
Journeyman, Union Carpenter

FIRMS RESPONDING: 15

EMPLOYEES TOTAL: 1,199

## EMPLOYMENT TRENDS

Occupation Size 1995: Large (909 to 1,970)

Growth Rate: Average (17.4%)

Gender Breakdown: 1% Female

### Supply and Demand

*Experienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

*Inexperienced* – Moderately Difficult – Demand is somewhat greater than the supply of qualified applicants. Employers may have difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Recruitment Methods

In-House Promotions	7%
Employee Referrals	67%
Newspaper Ads	33%
Private Employment Agencies	0%
EDD	0%
School, Program Referrals	0%
Union Hall Referrals	60%
Walk-In Applicants	40%
Trade Journals	0%
Internet	7%
Colleges/Universities	0%
Other	20%

### Turnover

Vacancies over the last

12 months resulting from:

Promotions	2%
Employees Leaving	10%
New Positions	68%
Temporary	20%

### Where the Jobs Are

#### SIC   Industry

1521 Single-Family Housing Construction

1542 Nonresidential Construction, NEC

1742 Plastering, Drywall, and Insulation

1751 Carpentry Work

5092 Toys and Hobby Goods and Supplies

### Projections

Most employers report that employment levels over the past year have grown; some employers report stable levels. Many employers project that over the next two years employment levels will remain stable; many employers expect growth.

### Other Information

All employers provide promotional opportunities into occupations such as Foreman, Supervisor, Superintendent, or Project Manager.

# Child Care Workers

## DESCRIPTION

Child Care Workers attend children at school, businesses, and institutions performing a wide variety of tasks, such as dressing, feeding, bathing, and overseeing play. Please do not include workers whose primary function is to teach in a structured setting.

## WAGES AND BENEFITS

Some of the firms in this survey were unionized. Many firms reported that employees worked full-time. Many firms reported part-time employees. Full-time employees average 39-hour weeks where-as part-time employees average 23 hours per week.

### Wages

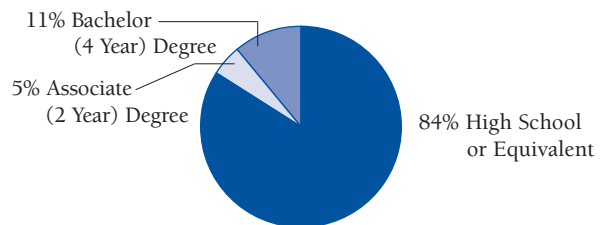
NON-UNION	RANGE	MEDIAN
Entry Level/No Experience	\$7.00 – \$15.34	\$9.50
Experienced/New to Firm	\$8.00 – \$16.78	\$12.50
3+ Years Experience with Firm	\$9.00 – \$17.26	\$14.14
UNION/COLLECTIVE BARGAINING	RANGE	MEDIAN
Entry Level/No Experience	\$6.28 – \$19.02	\$9.95
Experienced/New to Firm	\$9.37 – \$21.04	\$11.03
3+ Years Experience with Firm	\$10.73 – \$23.21	\$12.89

### Benefits

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL		NOT PROVIDED	
	FT / PT		FT / PT		FT / PT		FT / PT	
Medical	32%	5%	53%	21%	0%	0%	5%	37%
Dental	26%	5%	42%	21%	0%	0%	21%	37%
Vision	11%	5%	47%	16%	5%	5%	26%	37%
Life Insurance	26%	5%	16%	5%	11%	11%	37%	42%
Sick Leave	84%	42%	0%	0%	0%	0%	5%	21%
Vacation	84%	32%	0%	0%	5%	0%	0%	32%
Retirement	32%	11%	16%	5%	11%	11%	32%	37%
Child Care	16%	5%	26%	16%	5%	5%	42%	37%
Other	0%	0%	5%	5%	0%	0%	0%	0%

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	11%	21%	68%
Other occupational experience accepted*	75%	25%	NA

\*12 employers responded

TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience*	93%	7%	NA
Technical or vocational training required	58%	32%	11%

\*15 employers responded

### Important Skills

Knowledge of early childhood growth and development  
Health training

### Computer Skills

Insufficient information.

OES CODE: 680380

ALTERNATE JOB TITLES: Caregiver, Child Watch, Instructional Assistant, Teacher's Aide, Teacher's Assistant

FIRMS RESPONDING: 19

EMPLOYEES TOTAL: 751

## EMPLOYMENT TRENDS

Occupation Size 1995: Small (less than 454)  
Growth Rate: Much faster than average (26.7%)  
Gender Breakdown: 88% Female

### Supply and Demand

*Experienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

*Inexperienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Recruitment Methods

In-House Promotions	12%
Employee Referrals	65%
Newspaper Ads	82%
Private Employment Agencies	0%
EDD	0%
School, Program Referrals	24%
Union Hall Referrals	0%
Walk-In Applicants	18%
Trade Journals	0%
Internet	18%
Colleges/Universities	35%
Other	18%

### Turnover

Vacancies over the last 12 months resulting from:	
Promotions	12%
Employees Leaving	79%
New Positions	8%
Temporary	1%

### Where the Jobs Are

#### SIC   Industry

7991	Physical Fitness Facilities
8322	Individual and Family Services
8351	Child Day Care Services
8361	Residential Care
8661	Religious Organizations

### Projections

Most employers report that employment levels over the past year have remained stable; some employers report growing levels. Most employers project that over the next two years employment levels will remain stable; some employers expect growth.

### Other Information

Most employers provide promotional opportunities into occupations such as Teacher, Co-teacher, or Director.

# Computer Support Specialists

## DESCRIPTION

Computer Support Specialists provide technical assistance and training to computer system users. Investigate and resolve computer software and hardware problems of users. Answer clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, word processing, programming languages, electronic mail, and operating systems.

## WAGES AND BENEFITS

Few of the firms in this survey were unionized. Almost all firms reported that employees worked full-time. Few firms reported part-time employees. Full-time employees average 39-hour weeks whereas part-time employees average 30 hours per week.

### Wages

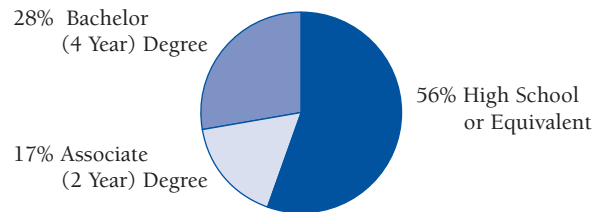
NON-UNION AND UNION	RANGE	MEDIAN
Entry Level/No Experience	\$11.50 – \$31.10	\$18.82
Experienced/New to Firm	\$12.00 – \$32.60	\$21.79
3+ Years Experience with Firm	\$15.00 – \$34.52	\$26.30

### Benefits

	EMPLOYER PAYS ALL FT / PT	SHARED COST FT / PT	EMPLOYEE PAYS ALL FT / PT	NOT PROVIDED FT / PT
Medical	56% NA	44% NA	0% NA	0% NA
Dental	44% NA	44% NA	0% NA	11% NA
Vision	44% NA	39% NA	0% NA	17% NA
Life Insurance	50% NA	33% NA	0% NA	17% NA
Sick Leave	83% NA	11% NA	0% NA	6% NA
Vacation	89% NA	11% NA	0% NA	0% NA
Retirement	33% NA	56% NA	6% NA	6% NA
Child Care	0% NA	6% NA	11% NA	83% NA
Other	6% NA	11% NA	0% NA	11% NA

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	33%	11%	56%
Other occupational experience accepted*	40%	60%	NA

\*15 employers responded

TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience*	50%	50%	NA
Technical or vocational training required	28%	50%	22%

\*16 employers responded

### Important Skills

Hardware  
Software  
Internet

### Computer Skills

Most employers seek word processing and spreadsheet skills; some employers seek database skills.



OES CODE: 251040

ALTERNATE JOB TITLES: Information Systems Technician, Help Desk Technician, PC Technician, Technology Support Assistant, Client Support Analyst

FIRMS RESPONDING: 18

EMPLOYEES TOTAL: 222

## EMPLOYMENT TRENDS

Occupation Size 1995: Small (less than 454)  
Growth Rate: Much faster than average (103.2%)  
Gender Breakdown: 25% Female

### Supply and Demand

*Experienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

*Inexperienced* – Moderately Difficult – Demand is somewhat greater than the supply of qualified applicants. Employers may have difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Recruitment Methods

In-House Promotions	22%
Employee Referrals	67%
Newspaper Ads	39%
Private Employment Agencies	22%
EDD	6%
School, Program Referrals	17%
Union Hall Referrals	0%
Walk-In Applicants	17%
Trade Journals	0%
Internet	67%
Colleges/Universities	22%
Other	17%

### Turnover

Vacancies over the last 12 months resulting from:	
Promotions	23%
Employees Leaving	53%
New Positions	24%
Temporary	0%

### Where the Jobs Are

#### SIC   Industry

3571	Electronic Computers
4215	Courier Services, Except By Air
4311	U.S. Postal Service
4731	Freight Transportation Arrangement
5045	Computers, Peripherals and Software
5734	Computer and Software Stores
6722	Management Investment, Open-End

### Projections

Many employers report that employment levels over the past year have remained stable; many employers report growing levels. Many employers project that over the next two years employment levels will remain stable; many employers expect growth.

### Other Information

Most employers provide promotional opportunities into occupations such as Desktop Analyst, Technical Associate, Systems Technician, Senior Systems Analyst, Network Administrator, and Manager.

# Customer Service Representatives

## DESCRIPTION

Customer Service Representatives talk with customers to find solutions to customers' problems. They may work at a professional, or clerical level. Customer Service Representatives at a clerical level deal with complaints about products or billing or receive orders for products or services. Representatives at professional levels most often are employed with companies selling complex products, such as computers. They answer questions and investigate and correct errors. They may train customers in the use of the product or interpret customer need to technical staff.

## WAGES AND BENEFITS

Few of the firms in this survey were unionized. Most firms reported that employees worked full-time. Some firms reported part-time employees. Full-time employees average 39-hour weeks whereas part-time employees average 27 hours per week.

### Wages

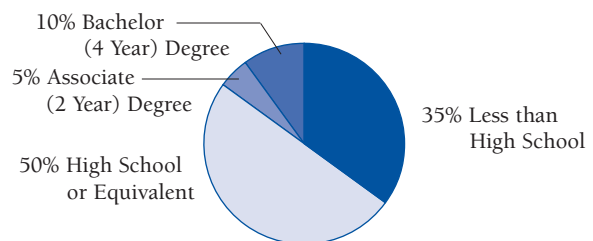
NON-UNION AND UNION	RANGE	MEDIAN
Entry Level/No Experience	\$6.00 – \$20.14	\$10.50
Experienced/New to Firm	\$7.00 – \$25.57	\$11.66
3+ Years Experience with Firm	\$7.50 – \$26.37	\$14.70

### Benefits

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL		NOT PROVIDED	
	FT / PT		FT / PT		FT / PT		FT / PT	
Medical	35%	10%	55%	25%	0%	0%	5%	25%
Dental	35%	10%	45%	15%	0%	0%	15%	35%
Vision	15%	5%	50%	15%	5%	5%	25%	35%
Life Insurance	35%	10%	40%	15%	5%	0%	15%	35%
Sick Leave	70%	30%	5%	0%	0%	0%	20%	30%
Vacation	80%	40%	0%	0%	0%	0%	15%	20%
Retirement	25%	10%	50%	20%	10%	5%	10%	25%
Child Care	0%	0%	5%	5%	5%	5%	85%	50%
Other	10%	5%	20%	10%	0%	0%	25%	15%

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	0%	60%	40%
Other occupational experience accepted*	75%	25%	NA
*8 employers responded			
TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience*	88%	13%	NA
Technical or vocational training required	5%	85%	10%
*8 employers responded			

### Important Skills

Drivers license  
Billing

### Computer Skills

Most employers seek word processing skills, most employers seek database skills, some seek spreadsheet skills.

OES CODE: 553350998

ALTERNATE JOB TITLES: Customer Service Agent,  
Sales Clerk, Business Office Associate

FIRMS RESPONDING: 20

EMPLOYEES TOTAL: 917

## EMPLOYMENT TRENDS

Occupation Size 1995: Not Available

Growth Rate: Not Available

Gender Breakdown: 60% Female

### Supply and Demand

*Experienced* - Very Difficult - Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

*Inexperienced* - Very Difficult - Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Recruitment Methods

In-House Promotions	15%
Employee Referrals	85%
Newspaper Ads	55%
Private Employment Agencies	5%
EDD	15%
School, Program Referrals	5%
Union Hall Referrals	0%
Walk-In Applicants	45%
Trade Journals	0%
Internet	35%
Colleges/Universities	10%
Other	40%

### Turnover

Vacancies over the last  
12 months resulting from:

Promotions	37%
Employees Leaving	53%
New Positions	8%
Temporary	2%

### Where the Jobs Are

#### SIC   Industry

4812 Radiotelephone Communications

4813 Telephone Communications, Except Radio

4841 Cable and Other Pay TV Services

4932 Gas and Other Services Combined

4941 Water Supply

### Projections

Some employers report that employment levels over the past year declined or remained stable; many employers report growing levels. Few employers project that over the next two years employment levels will decline; many employers expect stability or growth.

### Other Information

Almost all employers provide promotional opportunities into occupations such as Lead Customer Service Representative, Supervisor, Assistant Manager, or Manager.

# Data Processing Equipment Repairers

## DESCRIPTION

Data Processing Equipment Repairers repair, maintain, and install electronic computers (mainframes, minis, and micros), peripheral equipment, and word processing systems. Please do not include Non-Data Processing Equipment Repairers.

## WAGES AND BENEFITS

None of the firms in this survey were unionized. Almost all firms reported that employees worked full-time. Few firms reported part-time employees. Full-time employees average 40-hour weeks where-as part-time employees average 25 hours per week.

### Wages

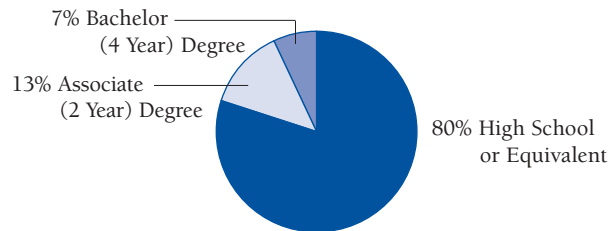
NON-UNION	RANGE	MEDIAN
Entry Level/No Experience	\$9.00 – \$23.97	\$12.50
Experienced/New to Firm	\$10.36 – \$26.37	\$15.00
3+ Years Experience with Firm	\$14.00 – \$36.44	\$20.00

### Benefits

	EMPLOYER PAYS ALL FT / PT	SHARED COST FT / PT	EMPLOYEE PAYS ALL FT / PT	NOT PROVIDED FT / PT
Medical	33% NA	53% NA	7% NA	7% NA
Dental	27% NA	47% NA	0% NA	27% NA
Vision	27% NA	40% NA	0% NA	33% NA
Life Insurance	40% NA	20% NA	0% NA	40% NA
Sick Leave	87% NA	0% NA	0% NA	13% NA
Vacation	93% NA	0% NA	0% NA	7% NA
Retirement	20% NA	40% NA	7% NA	33% NA
Child Care	0% NA	0% NA	7% NA	93% NA
Other	0% NA	7% NA	0% NA	67% NA

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	47%	13%	40%
Other occupational experience accepted*	20%	80%	NA

\*10 employers responded

TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience*	46%	54%	NA
Technical or vocational training required	20%	67%	13%

\*13 employers responded

### Important Skills

Customer service  
Networking

### Computer Skills

Most employers seek word processing and spreadsheet skills; many employers seek database skills.

OES CODE: 857050

ALTERNATE JOB TITLES: Hardware Technician,  
Field Service Technician, Technical Specialist,  
Computer Technician

FIRMS RESPONDING: 15

EMPLOYEES TOTAL: 119

## EMPLOYMENT TRENDS

Occupation Size 1995: Medium (454 to 908)  
Growth Rate: Much faster than average (37.0%)  
Gender Breakdown: 8% Female

### Supply and Demand

*Experienced* – Moderately Difficult – Demand is somewhat greater than the supply of qualified applicants. Employers may have difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

*Inexperienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Recruitment Methods

In-House Promotions	14%
Employee Referrals	79%
Newspaper Ads	64%
Private Employment Agencies	14%
EDD	7%
School, Program Referrals	7%
Union Hall Referrals	0%
Walk-In Applicants	29%
Trade Journals	0%
Internet	50%
Colleges/Universities	7%
Other	14%

### Turnover

Vacancies over the last 12 months resulting from:	
Promotions	5%
Employees Leaving	58%
New Positions	37%
Temporary	0%

### Where the Jobs Are

#### SIC   Industry

5044 Office Equipment  
5734 Computer and Software Stores  
7373 Computer Integrated Systems Design  
7378 Computer Maintenance and Repair

### Projections

Although a few employers report that employment levels over the past year have declined, most employers report that employment levels have remained stable; some employers report growing levels. Many employers project that over the next two years employment levels will remain stable or grow.

### Other Information

Most employers provide promotional opportunities into occupations such as Consultant, Technical Support, or Manager.

# Dental Assistants

## DESCRIPTION

Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required.

## WAGES AND BENEFITS

Few of the firms in this survey were unionized. Almost all firms reported that employees worked full-time. Few firms reported part-time employees. Full-time employees average 39-hour weeks whereas part-time employees average 20 hours per week.

### Wages

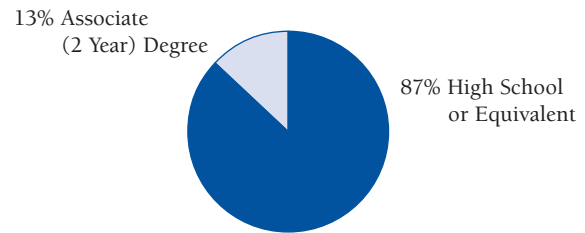
NON-UNION AND UNION	RANGE	MEDIAN
Entry Level/No Experience	\$7.00 – \$16.00	\$12.00
Experienced/New to Firm	\$12.00 – \$22.00	\$16.00
3+ Years Experience with Firm	\$15.00 – \$25.00	\$19.50

### Benefits

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL		NOT PROVIDED	
	FT / PT		FT / PT		FT / PT		FT / PT	
Medical	56%	0%	38%	6%	0%	0%	6%	50%
Dental	81%	25%	19%	6%	0%	0%	0%	25%
Vision	25%	6%	31%	6%	0%	0%	44%	44%
Life Insurance	0%	0%	0%	0%	6%	6%	94%	50%
Sick Leave	81%	6%	0%	6%	0%	0%	19%	44%
Vacation	94%	19%	0%	6%	0%	0%	6%	31%
Retirement	50%	6%	31%	0%	0%	6%	19%	44%
Child Care	0%	0%	6%	0%	6%	6%	88%	50%
Other	0%	0%	0%	0%	0%	0%	13%	13%

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	44%	6%	50%
Other occupational experience accepted*	18%	82%	NA

\*11 employers responded

TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience*	67%	33%	NA
Technical or vocational training required	81%	6%	13%

\*15 employers responded

### Important Skills

Appliance fabrication  
Knowledge of new procedures

### Computer Skills

Most employers seek word processing skills; some employers seek database skills.

OES CODE: 660020

ALTERNATE JOB TITLES: Registered Dental Assistant

FIRMS RESPONDING: 16

EMPLOYEES TOTAL: 64

## EMPLOYMENT TRENDS

Occupation Size 1995: Medium (454 to 908)  
Growth Rate: Much faster than average (32.4%)  
Gender Breakdown: 89% Female

### Supply and Demand

*Experienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

*Inexperienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Recruitment Methods

In-House Promotions	13%
Employee Referrals	80%
Newspaper Ads	87%
Private Employment Agencies	27%
EDD	7%
School, Program Referrals	27%
Union Hall Referrals	0%
Walk-In Applicants	20%
Trade Journals	0%
Internet	20%
Colleges/Universities	0%
Other	20%

### Turnover

Vacancies over the last 12 months resulting from:	
Promotions	0%
Employees Leaving	85%
New Positions	15%
Temporary	0%

### Where the Jobs Are

SIC   Industry

8021   Offices and Clinics of Dentists

### Projections

Almost all employers report that employment levels over the past year have remained stable; few employers report growing levels. Most employers project that over the next two years employment levels will remain stable; some employers expect growth.

### Other Information

Most employers do not promote, however, some employers provide promotional opportunities into occupations such as Supervisor, or Office Manager.



# Electrical and Electronic Engineers

## DESCRIPTION

Electrical and Electronic Engineers design, develop, test and supervise the manufacture and installation of electrical and electronic equipment. Components or systems, computers and related equipment and systems for commercial, industrial, military, or scientific use. Please do not include Sales Engineers.

## WAGES AND BENEFITS

Few of the firms in this survey were unionized. All firms reported that employees worked full-time. Full-time employees average 40-hour weeks.

### Wages

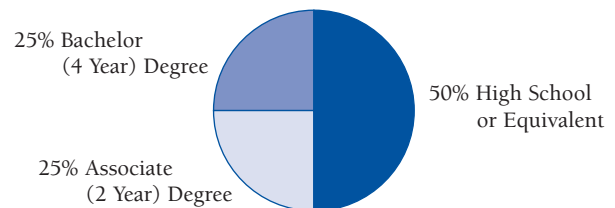
NON-UNION AND UNION	RANGE	MEDIAN
Entry Level/No Experience	\$13.00 – \$35.96	\$13.42
Experienced/New to Firm	\$14.38 – \$38.80	\$23.97
3+ Years Experience with Firm	\$15.00 – \$43.15	\$31.88

### Benefits

	EMPLOYER PAYS ALL FT / PT	SHARED COST FT / PT	EMPLOYEE PAYS ALL FT / PT	NOT PROVIDED FT / PT
Medical	69% NA	31% NA	0% NA	0% NA
Dental	69% NA	25% NA	0% NA	6% NA
Vision	56% NA	31% NA	0% NA	13% NA
Life Insurance	69% NA	6% NA	13% NA	13% NA
Sick Leave	81% NA	0% NA	0% NA	19% NA
Vacation	94% NA	0% NA	0% NA	6% NA
Retirement	63% NA	25% NA	0% NA	13% NA
Child Care	6% NA	0% NA	6% NA	88% NA
Other	19% NA	6% NA	0% NA	19% NA

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	81%	6%	13%
Other occupational experience accepted*	46%	54%	NA

\*13 employers responded

TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience*	40%	60%	NA
Technical or vocational training required	38%	63%	0%

\*15 employers responded

### Important Skills

Mechanical  
Electrical

### Computer Skills

Most employers seek word processing and spreadsheet skills; many employers seek database skills and computer and design.

OES CODE: 221260

ALTERNATE JOB TITLES: Production Test Technician, Design Engineer

FIRMS RESPONDING: 16

EMPLOYEES TOTAL: 2,522

## EMPLOYMENT TRENDS

Occupation Size 1995: Large (909 to 1,970)  
Growth Rate: Much faster than average (45.2%)  
Gender Breakdown: 30% Female

### Supply and Demand

*Experienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

*Inexperienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Recruitment Methods

In-House Promotions	6%
Employee Referrals	69%
Newspaper Ads	31%
Private Employment Agencies	13%
EDD	6%
School, Program Referrals	6%
Union Hall Referrals	13%
Walk-In Applicants	0%
Trade Journals	6%
Internet	50%
Colleges/Universities	6%
Other	38%

### Turnover

Vacancies over the last 12 months resulting from:	
Promotions	41%
Employees Leaving	38%
New Positions	22%
Temporary	0%

### Where the Jobs Are

#### SIC   Industry

3571	Electronic Computers
3661	Telephone and Telegraph Apparatus
3663	Radio and TV Communications Equipment
5065	Electronic Parts and Equipment
7371	Computer Programming Services
7372	Prepackaged Software
8711	Engineering Services
8731	Commercial Physical Research

### Projections

Few employers report that employment levels over the past year have declined, most employers report stable levels, some employers report growth. Few employers project that over the next two years employment levels will decline; some employers report stable levels, many employers report growth.

### Other Information

Almost all employers provide promotional opportunities into occupations such as Foreman, Lead Technician, Senior Staff Engineer, or Manager.

# Engineering, Mathematical, and Natural Sciences Managers

## DESCRIPTION

Engineering, Mathematical, and Natural Sciences Managers plan, organize, direct or coordinate activities in such fields as architecture, electronic data processing, engineering, life sciences, physical sciences, statistics and systems analysis. These persons spend the greatest portion of their time in managerial work for which a background consistent with that described for engineers, mathematicians or natural scientists is required.

## WAGES AND BENEFITS

Few of the firms in this survey were unionized. All firms reported that employees worked full-time. Full-time employees average 41-hour weeks.

### Wages

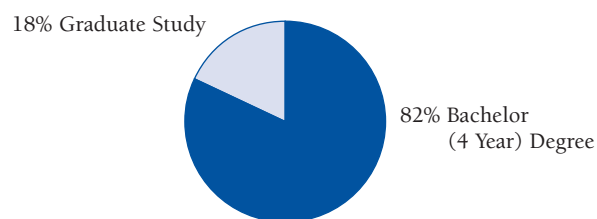
NON-UNION AND UNION	RANGE	MEDIAN
Entry Level/No Experience	\$23.97 – \$23.97	\$23.97
Experienced/New to Firm	\$16.78 – \$52.74	\$31.16
3+ Years Experience with Firm	\$19.18 – \$59.93	\$38.36

### Benefits

	EMPLOYER PAYS ALL FT / PT	SHARED COST FT / PT	EMPLOYEE PAYS ALL FT / PT	NOT PROVIDED FT / PT
Medical	65% NA	35% NA	0% NA	0% NA
Dental	59% NA	41% NA	0% NA	0% NA
Vision	29% NA	59% NA	0% NA	12% NA
Life Insurance	59% NA	24% NA	6% NA	12% NA
Sick Leave	94% NA	6% NA	0% NA	0% NA
Vacation	94% NA	6% NA	0% NA	0% NA
Retirement	29% NA	53% NA	12% NA	6% NA
Child Care	0% NA	24% NA	18% NA	59% NA
Other	12% NA	0% NA	6% NA	6% NA

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	82%	0%	18%
Other occupational experience accepted*	21%	79%	NA

\*14 employers responded

TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience	6%	94%	NA
Technical or vocational training required	25%	75%	0%

### Important Skills

Budget management

### Computer Skills

Most employers seek word processing and spreadsheet skills; many employers seek database skills, computer aided design and C++.

OES CODE: 130170

ALTERNATE JOB TITLES: Software Engineer  
Manager, Principal Engineer, Validation Engineer,  
Life Scientist, Clinical Scientist

FIRMS RESPONDING: 17

EMPLOYEES TOTAL: 867

## EMPLOYMENT TRENDS

Occupation Size 1995: Very Large (more than 1,970)  
Growth Rate: Much faster than average (27.8%)  
Gender Breakdown: 31% Female

### Supply and Demand

*Experienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

*Inexperienced* – Moderately Difficult – Demand is somewhat greater than the supply of qualified applicants. Employers may have difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Recruitment Methods

In-House Promotions	18%
Employee Referrals	82%
Newspaper Ads	24%
Private Employment Agencies	18%
EDD	0%
School, Program Referrals	6%
Union Hall Referrals	0%
Walk-In Applicants	6%
Trade Journals	12%
Internet	82%
Colleges/Universities	24%
Other	24%

### Turnover

Vacancies over the last 12 months resulting from:	
Promotions	2%
Employees Leaving	24%
New Positions	74%
Temporary	0%

### Where the Jobs Are

#### SIC   Industry

3357	Nonferrous Wiredrawing and Insulating
3571	Electronic Computers
3671	Electron Tubes
4512	Air Transportation, Scheduled
5065	Electronic Parts and Equipment
5734	Computer and Software Stores
6099	Functions Related to Deposit Banking
7371	Computer Programming Services
7372	Prepackaged Software
7373	Computer Integrated Systems Design
8711	Engineering Services
8731	Commercial Physical Research
8733	Noncommercial Research Organization
8742	Management Consulting Services
8748	Business Consulting, NEC

### Projections

Many employers report that employment levels over the past year have remained stable; many employers report growing levels. Some employers project that over the next two years employment levels will remain stable; most employers expect growth.

### Other Information

Almost all employers provide promotional opportunities into occupations such as Production Engineer, Technical Lead, General Manager, Associate Director, Director, or Vice President.

# Freight, Stock, and Material Movers – Hand

## DESCRIPTION

Freight, Stock, and Material Movers includes workers who move materials manually. These workers work in factory production areas, shipping departments, or warehouses.

## WAGES AND BENEFITS

Some of the firms in this survey were unionized. Almost all firms reported that employees worked full-time. Few firms reported part-time employees. Full-time employees average 40-hour weeks where-as part-time employees average 23 hours per week.

### Wages

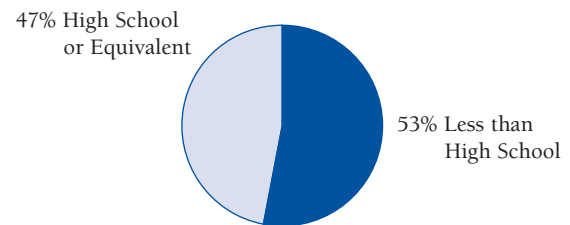
NON-UNION	RANGE	MEDIAN
Entry Level/No Experience	\$6.50 – \$10.00	\$9.00
Experienced/New to Firm	\$7.50 – \$12.00	\$10.00
3+ Years Experience with Firm	\$9.00 – \$13.00	\$11.00
UNION/COLLECTIVE BARGAINING	RANGE	MEDIAN
Entry Level/No Experience	\$9.00 – \$10.50	\$9.67
Experienced/New to Firm	\$9.00 – \$17.25	\$10.09
3+ Years Experience with Firm	\$11.00 – \$17.25	\$12.37

### Benefits

	EMPLOYER PAYS ALL FT / PT	SHARED COST FT / PT	EMPLOYEE PAYS ALL FT / PT	NOT PROVIDED FT / PT
Medical	53% NA	47% NA	0% NA	0% NA
Dental	47% NA	47% NA	7% NA	0% NA
Vision	13% NA	33% NA	7% NA	47% NA
Life Insurance	33% NA	13% NA	7% NA	47% NA
Sick Leave	93% NA	7% NA	0% NA	0% NA
Vacation	93% NA	7% NA	0% NA	0% NA
Retirement	27% NA	33% NA	7% NA	33% NA
Child Care	0% NA	0% NA	7% NA	93% NA
Other	0% NA	20% NA	0% NA	20% NA

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	7%	47%	47%
Other occupational experience accepted*	63%	38%	NA
*8 employers responded			

TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience*	75%	25%	NA
Technical or vocational training required	13%	87%	0%
*8 employers responded			

### Important Skills

Lifting  
Forklift  
Drivers license

### Computer Skills

Most employers seek skills in shipping and receiving software. Many employers seek word processing skills; some employers seek spreadsheet skills.

OES CODE: 987000999

ALTERNATE JOB TITLES: Warehouse Worker,  
Warehouse Associate, Warehouse Attendant,  
Stocker, Luggage Handler

FIRMS RESPONDING: 15

EMPLOYEES TOTAL: 322

## EMPLOYMENT TRENDS

Occupation Size 1995: NA  
Growth Rate: NA  
Gender Breakdown: 12% Female

### Supply and Demand

*Experienced* – Moderately Difficult – Demand is somewhat greater than the supply of qualified applicants. Employers may have difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

*Inexperienced* – Moderately Difficult – Demand is somewhat greater than the supply of qualified applicants. Employers may have difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Recruitment Methods

In-House Promotions	0%
Employee Referrals	80%
Newspaper Ads	67%
Private Employment Agencies	7%
EDD	7%
School, Program Referrals	13%
Union Hall Referrals	13%
Walk-In Applicants	53%
Trade Journals	0%
Internet	7%
Colleges/Universities	0%
Other	33%

### Turnover

Vacancies over the last 12 months resulting from:	
Promotions	21%
Employees Leaving	36%
New Positions	37%
Temporary	6%

### Where the Jobs Are

#### SIC   Industry

2653	Corrugated and Solid Fiber Boxes
3652	Prerecorded Records and Tapes
5013	Motor Vehicle Supplies and New Parts
5046	Commercial Equipment, NEC
5063	Electrical Apparatus and Equipment
5064	Electrical Appliances, TV and Radios
5065	Electronic Parts and Equipment
5075	Warm Air Heating and Air-Conditioning
5122	Drugs, Proprietarys, and Sundries
5149	Groceries and Related Products, NEC
5198	Paints, Varnishes, and Supplies
5199	Nondurable Goods, NEC
5311	Department Stores
5411	Grocery Stores
5712	Furniture Stores
7359	Equipment Rental and Leasing, NEC
7361	Employment Agencies
7363	Help Supply Services
7389	Business Services, NEC
7819	Services Allied to Motion Pictures

### Projections

Almost all employers report that employment levels over the past year have grown; some employers report stable levels. Most employers project that over the next two years employment levels will grow; many employers expect stability.

### Other Information

Almost all employers provide promotional opportunities into occupations such as Lead, Warehouse Supervisor, Assistant Warehouse Manager, or Customer Service Representative.

# General Office Clerks

## DESCRIPTION

General office clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. Please do not include workers whose duties are narrowly defined.

## WAGES AND BENEFITS

Few of the firms in this survey were unionized. Almost all firms reported that employees worked full-time. Few firms reported part-time employees. Full-time employees average 40-hour weeks whereas part-time employees average 16 hours per week.

### Wages

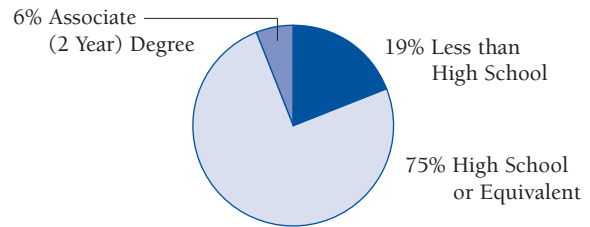
NON-UNION AND UNION	RANGE	MEDIAN
Entry Level/No Experience	\$8.00 – \$12.62	\$10.00
Experienced/New to Firm	\$10.00 – \$15.14	\$12.48
3+ Years Experience with Firm	\$12.50 – \$17.74	\$15.00

### Benefits

	EMPLOYER PAYS ALL FT / PT	SHARED COST FT / PT	EMPLOYEE PAYS ALL FT / PT	NOT PROVIDED FT / PT
Medical	63% NA	38% NA	0% NA	0% NA
Dental	38% NA	38% NA	6% NA	19% NA
Vision	31% NA	31% NA	6% NA	31% NA
Life Insurance	63% NA	6% NA	0% NA	31% NA
Sick Leave	88% NA	0% NA	0% NA	13% NA
Vacation	100% NA	0% NA	0% NA	0% NA
Retirement	31% NA	56% NA	13% NA	0% NA
Child Care	0% NA	6% NA	6% NA	88% NA
Other	19% NA	6% NA	0% NA	0% NA

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	19%	38%	44%
Other occupational experience accepted*	100%	0%	NA

\*8 employers responded

TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience*	80%	20%	NA
Technical or vocational training required	0%	75%	25%

\*10 employers responded

### Important Skills

Basic office equipment skills  
Communication  
Typing  
Bookkeeping/Accounting

### Computer Skills

Almost all employers seek word processing skills. Most employers seek spreadsheet skills and many employers seek database skills.



OES CODE: 553470

ALTERNATE JOB TITLES: Administrative Assistant, Administrative Clerical, Administrative Staff, File Clerk, General Office Clerk, Office Assistant

FIRMS RESPONDING: 16

EMPLOYEES TOTAL: 385

## EMPLOYMENT TRENDS

Occupation Size 1995: Very Large (more than 1,970)

Growth Rate: Slower than average (8.0%)

Gender Breakdown: 88% Female

### Supply and Demand

*Experienced* – Demand is somewhat greater than the supply of qualified applicants. Employers may have difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

*Inexperienced* – Demand is somewhat greater than the supply of qualified applicants. Employers may have difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Recruitment Methods

In-House Promotions	13%
Employee Referrals	88%
Newspaper Ads	81%
Private Employment Agencies	25%
EDD	0%
School, Program Referrals	19%
Union Hall Referrals	6%
Walk-In Applicants	31%
Trade Journals	0%
Internet	19%
Colleges/Universities	0%
Other	13%

### Turnover

Vacancies over the last 12 months resulting from:

Promotions	40%
Employees Leaving	59%
New Positions	1%
Temporary	0%

### Where the Jobs Are

#### SIC   Industry

4512	Air Transportation, Scheduled
4731	Freight Transportation Arrangement
5311	Department Stores
5511	New and Used Car Dealers
6331	Fire, Marine, and Casualty Insurance
6411	Insurance Agents, Brokers, and Services
6531	Real Estate Agents and Managers
7361	Employment Agencies
7363	Help Supply Services
7372	Prepackaged Software
7389	Business Services, NEC
8011	Offices and Clinics of Medical Doctors
8021	Offices and Clinics of Dentists
8062	General Medical and Surgical Hospital
8111	Legal Services
8211	Elementary and Secondary Schools
8661	Religious Organizations
8741	Management Services
9030	Local Government

### Projections

Almost all employers report that employment levels over the past year have remained stable; few employers report growing levels. Most employers project that over the next two years employment levels will remain stable; some employers expect growth.

### Other Information

Almost all employers provide promotional opportunities into occupations such as Office Manager, Supervisor, Administrative Assistant, Data Entry, Receptionist, Bookkeeper, Customer Service, or Secretarial.

# Hand Packers and Packers

## DESCRIPTION

Hand Packers and Packers pack or package by hand a wide variety of products and materials. Please do not include workers whose jobs require more than minimum training.

## WAGES AND BENEFITS

Few of the firms in this survey were unionized. Almost all firms reported that employees worked full-time. Few firms reported part-time employees. Full-time employees average 36-hour weeks where-as part-time employees average 25 hours per week.

### Wages

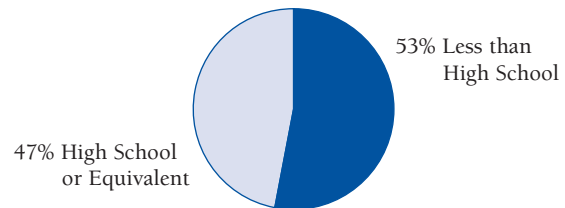
NON-UNION AND UNION	RANGE	MEDIAN
Entry Level/No Experience	\$6.00 – \$10.11	\$8.00
Experienced/New to Firm	\$6.00 – \$12.00	\$9.00
3+ Years Experience with Firm	\$6.00 – \$15.00	\$10.00

### Benefits

	EMPLOYER PAYS ALL FT / PT	SHARED COST FT / PT	EMPLOYEE PAYS ALL FT / PT	NOT PROVIDED FT / PT
Medical	67% NA	20% NA	0% NA	0% NA
Dental	60% NA	20% NA	0% NA	7% NA
Vision	53% NA	13% NA	0% NA	20% NA
Life Insurance	53% NA	0% NA	0% NA	33% NA
Sick Leave	53% NA	0% NA	0% NA	33% NA
Vacation	80% NA	0% NA	0% NA	7% NA
Retirement	60% NA	7% NA	0% NA	20% NA
Child Care	0% NA	0% NA	0% NA	87% NA
Other	13% NA	0% NA	0% NA	27% NA

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	0%	73%	27%
Other occupational experience accepted*	100%	0%	NA
*4 employers responded			

TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience*	100%	0%	NA
Technical or vocational training required	0%	100%	0%
*4 employers responded			

### Important Skills

Manual dexterity  
Good work ethics

### Computer Skills

Most employers seek word processing skills, all employers database skills, some employers seek spreadsheet skills.

OES CODE: 989020

ALTERNATE JOB TITLES: Order Picker,  
Shipping/Receiving Clerk

FIRMS RESPONDING: 15

EMPLOYEES TOTAL: 923

## EMPLOYMENT TRENDS

Occupation Size 1995: Large (909 to 1,970)

Growth Rate: Faster than average (23.8%)

Gender Breakdown: 41% Female

### Supply and Demand

*Experienced* - Very Difficult - Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

*Inexperienced* - Moderately Difficult - Demand is somewhat greater than the supply of qualified applicants. Employers may have difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Recruitment Methods

In-House Promotions	13%
Employee Referrals	87%
Newspaper Ads	47%
Private Employment Agencies	7%
EDD	0%
School, Program Referrals	7%
Union Hall Referrals	7%
Walk-In Applicants	53%
Trade Journals	0%
Internet	7%
Colleges/Universities	0%
Other	33%

### Turnover

Vacancies over the last

12 months resulting from:

Promotions	2%
Employees Leaving	96%
New Positions	2%
Temporary	0%

### Where the Jobs Are

#### SIC   Industry

2052	Cookies and Crackers
2759	Commercial Printing, NEC
2789	Bookbinding and Related Work
3599	Industrial Machinery, NEC
3812	Search and Navigation Equipment
4214	Local Trucking with Storage
4731	Freight Transportation Arrangement
4783	Packing and Crating
5023	Homefurnishings
5137	Women's and Children's Clothing
5149	Groceries and Related Products, NEC
5411	Grocery Stores
7361	Employment Agencies
7363	Help Supply Services
7372	Prepackaged Software
7389	Business Services, NEC

### Projections

Many employers report that employment levels over the past year have remained stable; most employers report growing levels. Few employers project that over the next two years employment levels will decline, many employers expect stability, many employers expect growth.

### Other Information

Almost all employers provide promotional opportunities into occupations such as Secondary Packer, Team Lead, Supervisor, or Assistant Manager.

# Hotel Desk Clerks

## DESCRIPTION

Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.

## WAGES AND BENEFITS

Few of the firms in this survey were unionized. Most firms reported that employees worked full-time. Some firms reported part-time employees. Full-time employees average 40-hour weeks whereas part-time employees average 22 hours per week.

### Wages

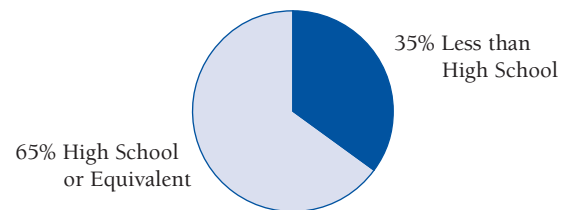
NON-UNION AND UNION	RANGE	MEDIAN
Entry Level/No Experience	\$6.71 – \$12.50	\$9.50
Experienced/New to Firm	\$8.30 – \$14.00	\$10.00
3+ Years Experience with Firm	\$7.67 – \$14.89	\$12.00

### Benefits

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL		NOT PROVIDED	
	FT / PT		FT / PT		FT / PT		FT / PT	
Medical	12%	0%	59%	18%	0%	0%	24%	53%
Dental	18%	0%	53%	18%	0%	0%	24%	53%
Vision	12%	0%	47%	18%	0%	0%	35%	53%
Life Insurance	18%	6%	29%	6%	0%	0%	47%	59%
Sick Leave	65%	18%	0%	6%	0%	0%	29%	47%
Vacation	82%	41%	0%	6%	0%	0%	12%	24%
Retirement	12%	0%	53%	6%	0%	0%	29%	65%
Child Care	6%	0%	12%	6%	0%	0%	76%	65%
Other	12%	6%	6%	6%	0%	0%	0%	0%

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	6%	65%	29%
Other occupational experience accepted*	100%	0%	NA

\*6 employers responded

TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience*	83%	17%	NA
Technical or vocational training required	0%	82%	18%

\*6 employers responded

### Important Skills

Attention to detail  
Organization  
Customer service

### Computer Skills

Some employers seek word processing skills; a few employers seek database skills.

OES CODE: 538080

ALTERNATE JOB TITLES: Front Desk Clerk, Guest Services Representative, Guest Services Agents

FIRMS RESPONDING: 17

EMPLOYEES TOTAL: 159

## EMPLOYMENT TRENDS

Occupation Size 1995: Small (less than 454)  
Growth Rate: Much faster than average (25.6%)  
Gender Breakdown: 58% Female

### Supply and Demand

*Experienced* – Moderately Difficult – Demand is somewhat greater than the supply of qualified applicants. Employers may have difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

*Inexperienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Recruitment Methods

In-House Promotions	24%
Employee Referrals	88%
Newspaper Ads	71%
Private Employment Agencies	0%
EDD	6%
School, Program Referrals	12%
Union Hall Referrals	0%
Walk-In Applicants	59%
Trade Journals	0%
Internet	18%
Colleges/Universities	6%
Other	12%

### Turnover

Vacancies over the last 12 months resulting from:	
Promotions	21%
Employees Leaving	62%
New Positions	17%
Temporary	0%

### Where the Jobs Are

SIC   Industry

7011 Hotels and Motels

### Projections

Most employers report that employment levels over the past year have remained stable; some employers report growing levels. Most employers project that over the next two years employment levels will remain stable; some employers expect growth.

### Other Information

Almost all employers provide promotional opportunities into occupations such as Front Desk Supervisor, Guest Services Manager, Manager, or General Manager.

# Machinists

## DESCRIPTION

Machinists set up and operate machine tools and fit and assemble parts to make or repair metal parts, mechanisms, tools, or machines by applying their knowledge of mechanics, shop mathematics, metal properties, and layout machining procedures. They study specifications, such as blueprints, sketches or descriptions of parts to be replaced, and they plan sequences of operations.

## WAGES AND BENEFITS

Some of the firms in this survey were unionized. All firms reported that employees worked full-time. Full-time employees average 41 hours per week.

### Wages

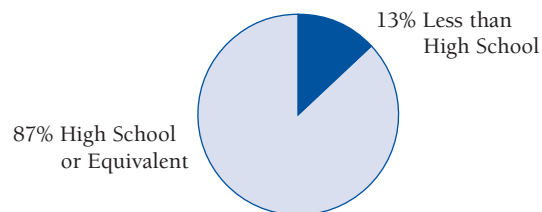
NON-UNION	RANGE	MEDIAN
Entry Level/No Experience	\$6.75 – \$10.75	\$10.00
Experienced/New to Firm	\$10.00 – \$20.00	\$15.00
3+ Years Experience with Firm	\$15.00 – \$29.00	\$20.00
UNION/COLLECTIVE BARGAINING	RANGE	MEDIAN
Entry Level/No Experience	\$10.00 – \$12.75	\$11.38
Experienced/New to Firm	\$14.00 – \$20.57	\$15.54
3+ Years Experience with Firm	\$15.00 – \$22.57	\$16.67

### Benefits

	EMPLOYER PAYS ALL FT / PT	SHARED COST FT / PT	EMPLOYEE PAYS ALL FT / PT	NOT PROVIDED FT / PT
Medical	87% NA	13% NA	0% NA	0% NA
Dental	67% NA	13% NA	0% NA	20% NA
Vision	20% NA	27% NA	7% NA	47% NA
Life Insurance	33% NA	7% NA	0% NA	60% NA
Sick Leave	33% NA	0% NA	0% NA	67% NA
Vacation	100% NA	0% NA	0% NA	0% NA
Retirement	27% NA	47% NA	0% NA	27% NA
Child Care	0% NA	7% NA	0% NA	93% NA
Other	0% NA	0% NA	0% NA	20% NA

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	40%	20%	40%
Other occupational experience accepted*	27%	73%	NA

\*11 employers responded

TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience*	58%	42%	NA
Technical or vocational training required	33%	53%	13%

\*12 employers responded

### Important Skills

Communication skills  
Ability to keep logs

### Computer Skills

Many employers seek database and industry-related software skills. Some employers seek word processing and desktop publishing skills.

OES CODE: 891080

ALTERNATE JOB TITLES: Drain Cleaner, Contract Manufacturing Technician, Mechanic

FIRMS RESPONDING: 15

EMPLOYEES TOTAL: 891

## EMPLOYMENT TRENDS

Occupation Size 1995: Large (909 to 1,970)

Growth Rate: Slower than average (12.4%)

Gender Breakdown: 5% Female

### Supply and Demand

*Experienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants.

Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

*Inexperienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants.

Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Recruitment Methods

In-House Promotions	25%
Employee Referrals	75%
Newspaper Ads	67%
Private Employment Agencies	17%
EDD	0%
School, Program Referrals	17%
Union Hall Referrals	8%
Walk-In Applicants	33%
Trade Journals	0%
Internet	25%
Colleges/Universities	8%
Other	17%

### Turnover

Vacancies over the last

12 months resulting from:

Promotions	22%
Employees Leaving	55%
New Positions	23%
Temporary	0%

### Where the Jobs Are

#### SIC   Industry

2833	Medicinals and Botanicals
3357	Nonferrous Wiredrawing and Insulating
3423	Hand and Edge Tools, NEC
3429	Hardware, NEC
3492	Fluid Power Valves and Hose Fittings
3544	Special Dies, Tools, Jigs, and Fixtures
3565	Packaging Machinery
3568	Power Transmission Equipment, NEC
3599	Industrial Machinery, NEC
3671	Electron Tubes
3714	Motor Vehicle Parts and Accessories
3751	Motorcycles, Bicycles, and Parts
4512	Air Transportation, Scheduled
5013	Motor Vehicle Supplies and New Parts
5084	Industrial Machinery and Equipment
7361	Employment Agencies
7363	Help Supply Services
7699	Repair Services, NEC
8731	Commercial Physical Research

### Projections

Many employers report that employment levels over the past year have remained stable; many employers report growing levels. Many employers project that over the next two years employment levels will remain stable; Many employers expect growth.

### Other Information

Almost all employers provide promotional opportunities into occupations such as Journeyman, Supervisor, Shop Manager, or Master Machinist.

# Maintenance Repairers – General Utility

## DESCRIPTION

General Utility Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. The occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out of work relating to repairs; repairing electrical and/or mechanical equipment; installing, aligning and balancing new equipment; and repairing buildings, floors or stairs.

## WAGES AND BENEFITS

Many of the firms in this survey were unionized. Almost all firms reported that employees worked full-time. Few firms reported part-time employees. Full-time employees average 40-hour weeks whereas part-time employees average 20 hours per week.

### Wages

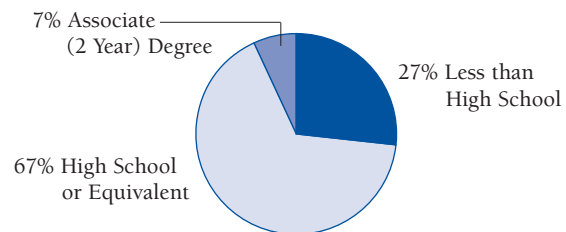
NON-UNION	RANGE	MEDIAN
Entry Level/No Experience	\$9.00 – \$9.00	\$9.00
Experienced/New to Firm	\$9.50 – \$20.00	\$13.00
3+ Years Experience with Firm	\$12.00 – \$18.00	\$15.00
UNION/COLLECTIVE BARGAINING	RANGE	MEDIAN
Entry Level/No Experience	\$14.00 – \$14.07	\$14.04
Experienced/New to Firm	\$13.89 – \$19.31	\$15.51
3+ Years Experience with Firm	\$15.81 – \$17.50	\$18.52

### Benefits

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL		NOT PROVIDED	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	60%	NA	33%	NA	0%	NA	0%	NA
Dental	60%	NA	27%	NA	0%	NA	7%	NA
Vision	47%	NA	20%	NA	0%	NA	27%	NA
Life Insurance	47%	NA	13%	NA	0%	NA	33%	NA
Sick Leave	80%	NA	0%	NA	0%	NA	13%	NA
Vacation	93%	NA	0%	NA	0%	NA	0%	NA
Retirement	60%	NA	20%	NA	0%	NA	13%	NA
Child Care	0%	NA	7%	NA	7%	NA	80%	NA
Other	0%	NA	0%	NA	0%	NA	0%	NA

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	80%	0%	20%
Other occupational experience accepted*	57%	43%	NA
*14 employers responded			
TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience	67%	33%	NA
Technical or vocational training required	20%	40%	40%

### Important Skills

Mechanical  
Painting  
Electrical



OES CODE: 851320

ALTERNATE JOB TITLES: Maintenance, Custodian, Facilities Supervisor

FIRMS RESPONDING: 15

EMPLOYEES TOTAL: 232

## Computer Skills

Most employers seek word processing, spreadsheet, and database skills.

## EMPLOYMENT TRENDS

Occupation Size 1995: Very Large (more than 1,970)

Growth Rate: Slower than average (13.0%)

Gender Breakdown: 3% Female

## Supply and Demand

*Experienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

*Inexperienced* – Moderately Difficult – Demand is somewhat greater than the supply of qualified applicants. Employers may have difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

## Recruitment Methods

In-House Promotions	50%
Employee Referrals	86%
Newspaper Ads	57%
Private Employment Agencies	7%
EDD	0%
School, Program Referrals	21%
Union Hall Referrals	0%
Walk-In Applicants	36%
Trade Journals	0%
Internet	14%
Colleges/Universities	0%
Other	21%

## Turnover

Vacancies over the last

12 months resulting from:

Promotions	13%
Employees Leaving	41%
New Positions	44%
Temporary	3%

## Where the Jobs Are

SIC   Industry

1521 Single-Family Housing Construction

1711 Plumbing, Heating, Air-Conditioning

4512 Air Transportation, Scheduled

5812 Eating Places

6512 Nonresidential Building Operators

6513 Apartment Building Operators

6531 Real Estate Agents and Managers

7011 Hotels and Motels

7349 Building Maintenance Services, NEC

7359 Equipment Rental and Leasing, NEC

7389 Business Services, NEC

7997 Membership Sports and Recreation Clubs

8211 Elementary and Secondary Schools

8661 Religious Organizations

9036 Local Government

## Projections

Almost all employers report that employment levels over the past year have remained stable; some employers report growing levels. Most employers project that over the next two years employment levels will remain stable; some employers expect growth.

## Other Information

Almost all employers provide promotional opportunities into occupations such as Facility Supervisor, Foreman, Lead Engineer, or Technician.

# Marketing, Advertising, and Public Relations Managers

## DESCRIPTION

Marketing, Advertising, and Public Relations Managers formulate marketing policies, direct sales activities, and plan, organize, and direct advertising and public relations activities for a department, an entire organization, or on an account basis.

## WAGES AND BENEFITS

None of the firms in this survey were unionized. All firms reported that employees worked full-time. Full-time employees average 40-hour weeks.

### Wages

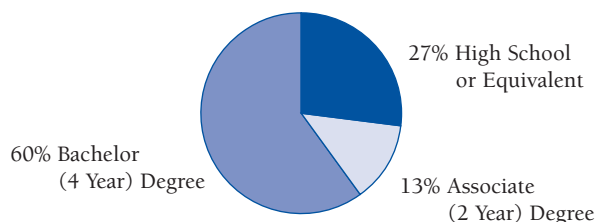
NON-UNION	RANGE	MEDIAN
Entry Level/No Experience	\$14.00 – \$14.00	\$14.00
Experienced/New to Firm	\$14.38 – \$38.36	\$23.97
3+ Years Experience with Firm	\$28.77 – \$57.53	\$35.96

### Benefits

	EMPLOYER PAYS ALL FT / PT	SHARED COST FT / PT	EMPLOYEE PAYS ALL FT / PT	NOT PROVIDED FT / PT
Medical	33% NA	67% NA	0% NA	0% NA
Dental	33% NA	60% NA	7% NA	0% NA
Vision	40% NA	33% NA	13% NA	13% NA
Life Insurance	53% NA	33% NA	0% NA	13% NA
Sick Leave	100% NA	0% NA	0% NA	0% NA
Vacation	100% NA	0% NA	0% NA	0% NA
Retirement	20% NA	80% NA	0% NA	0% NA
Child Care	0% NA	13% NA	0% NA	87% NA
Other	7% NA	0% NA	0% NA	7% NA

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	87%	0%	13%
Other occupational experience accepted*	71%	29%	NA

\*14 employers responded

TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience	0%	100%	NA
Technical or vocational training required	7%	93%	0%

### Important Skills

Public sensitivity  
Team management

### Computer Skills

All employers seek word processing skills, almost all employers seek spreadsheet skills, and some employers seek database skills.

OES CODE: 130110

ALTERNATE JOB TITLES: Director of Sales,  
Program Manager, Sales Manager, Account  
Executive, Account Manager, Director of Marketing,  
Business Development Manager

FIRMS RESPONDING: 15

EMPLOYEES TOTAL: 123

## EMPLOYMENT TRENDS

Occupation Size 1995: Very Large (more than 1,970)

Growth Rate: Much faster than average (25.1%)

Gender Breakdown: 66% Female

### Supply and Demand

*Experienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

*Inexperienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Recruitment Methods

In-House Promotions	7%
Employee Referrals	93%
Newspaper Ads	33%
Private Employment Agencies	27%
EDD	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-In Applicants	0%
Trade Journals	0%
Internet	80%
Colleges/Universities	7%
Other	27%

### Turnover

Vacancies over the last  
12 months resulting from:

Promotions	14%
Employees Leaving	34%
New Positions	51%
Temporary	0%

### Where the Jobs Are

#### SIC   Industry

2731	Book Publishing
2741	Miscellaneous Publishing
2834	Pharmaceutical Preparations
3357	Nonferrous Wiredrawing and Insulating
3571	Electronic Computers
3826	Analytical Instruments
3841	Surgical and Medical Instruments
4512	Air Transportation, Scheduled
5311	Department Stores
5511	New and Used Car Dealers
5734	Computer and Software Stores
5812	Eating Places
6099	Functions Related to Deposit Banking
6722	Management Investment, Open-End
7011	Hotels and Motels
7371	Computer Programming Services
7372	Prepackaged Software
7373	Computer Integrated Systems Design
7389	Business Services, NEC
8399	Social Services, NEC
8611	Business Associations
8733	Noncommercial Research Organization
8742	Management Consulting Services
8743	Public Relations Services

### Projections

Many employers report that employment levels over the past year have remained stable; most employers report growing levels. Most employers project that over the next two years employment levels will remain stable; many employers expect growth.

### Other Information

Most employers provide promotional opportunities into occupations such as General Manager, Project Manager, Sales Director, Senior Account Executive, or Vice President.

# Medical Assistants

## DESCRIPTION

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare the treatment room, inventory supplies and instruments, and set up patients for the attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

## WAGES AND BENEFITS

Few of the firms in this survey were unionized. Most firms reported that employees worked full-time. Some firms reported part-time employees. Full-time employees average 40-hour weeks where-as part-time employees average 25 hours per week.

### Wages

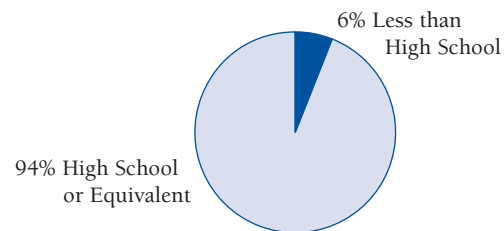
NON-UNION AND UNION	RANGE	MEDIAN
Entry Level/No Experience	\$7.00 – \$15.00	\$12.00
Experienced/New to Firm	\$12.00 – \$16.00	\$14.00
3+ Years Experience with Firm	\$13.00 – \$19.00	\$16.00

### Benefits

	EMPLOYER PAYS ALL FT / PT		SHARED COST FT / PT		EMPLOYEE PAYS ALL FT / PT		NOT PROVIDED FT / PT	
Medical	71%	18%	29%	6%	0%	6%	0%	18%
Dental	53%	18%	24%	6%	0%	6%	24%	18%
Vision	35%	6%	24%	6%	0%	6%	41%	29%
Life Insurance	29%	6%	12%	0%	12%	6%	47%	35%
Sick Leave	94%	18%	6%	6%	0%	6%	0%	18%
Vacation	88%	18%	6%	6%	0%	6%	6%	18%
Retirement	59%	18%	29%	12%	12%	6%	0%	12%
Child Care	0%	0%	12%	6%	12%	6%	76%	35%
Other	0%	0%	0%	0%	0%	0%	24%	12%

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	24%	18%	59%
Other occupational experience accepted*	45%	55%	NA

\*11 employers responded

TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience*	57%	43%	NA
Technical or vocational training required	53%	24%	24%

\*14 employers responded

### Important Skills

Insurance knowledge

### Computer Skills

Many employers seek database skills.

OES CODE: 660050

ALTERNATE JOB TITLES: Medical Service  
Assistant, Optometric Assistant

FIRMS RESPONDING: 17

EMPLOYEES TOTAL: 218

## EMPLOYMENT TRENDS

Occupation Size 1995: Medium (454 to 908)  
Growth Rate: Much faster than average (25.4%)  
Gender Breakdown: 86% Female

### Supply and Demand

*Experienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

*Inexperienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Recruitment Methods

In-House Promotions	14%
Employee Referrals	79%
Newspaper Ads	71%
Private Employment Agencies	7%
EDD	0%
School, Program Referrals	43%
Union Hall Referrals	0%
Walk-In Applicants	29%
Trade Journals	0%
Internet	7%
Colleges/Universities	14%
Other	36%

### Turnover

Vacancies over the last 12 months resulting from:	
Promotions	2%
Employees Leaving	80%
New Positions	16%
Temporary	2%

### Where the Jobs Are

SIC   Industry

8011   Offices and Clinics of Medical Doctors

### Projections

Few employers report that employment levels over the past year have declined, most employers report stability, some employers report growing levels. Many employers project that over the next two years employment levels will remain stable or grow.

### Other Information

Many employers provide promotional opportunities into occupations such as Medical Assistant Lead or Supervisor.

# Plumbers, Pipefitters, and Steamfitters

## DESCRIPTION

Plumbers, Pipefitters, and Steamfitters assemble, install, alter and repair pipe systems (metal, plastic, ceramic, composition, etc.) that carry water, steam, air, or other liquids and gases.

## WAGES AND BENEFITS

Most of the firms in this survey were unionized. All firms reported that employees worked full-time. Full-time employees average 39-hour weeks.

### Wages

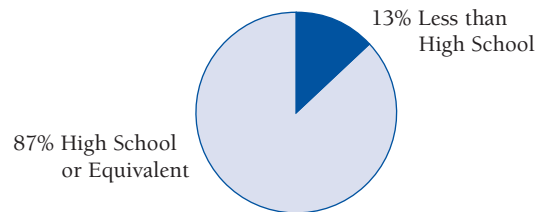
NON-UNION	RANGE	MEDIAN
Entry Level/No Experience	\$10.00 – \$21.92	\$15.96
Experienced/New to Firm	\$15.00 – \$27.40	\$22.50
3+ Years Experience with Firm	\$17.00 – \$38.36	\$31.50
UNION/COLLECTIVE BARGAINING	RANGE	MEDIAN
Entry Level/No Experience	\$11.70 – \$13.19	\$12.75
Experienced/New to Firm	\$18.00 – \$48.56	\$36.44
3+ Years Experience with Firm	\$30.97 – \$50.56	\$40.00

### Benefits

	EMPLOYER PAYS ALL FT / PT	SHARED COST FT / PT	EMPLOYEE PAYS ALL FT / PT	NOT PROVIDED FT / PT
Medical	60% NA	13% NA	27% NA	0% NA
Dental	53% NA	13% NA	27% NA	7% NA
Vision	40% NA	7% NA	33% NA	20% NA
Life Insurance	47% NA	7% NA	27% NA	20% NA
Sick Leave	33% NA	0% NA	27% NA	40% NA
Vacation	47% NA	0% NA	27% NA	27% NA
Retirement	40% NA	33% NA	27% NA	0% NA
Child Care	0% NA	0% NA	0% NA	100% NA
Other	0% NA	0% NA	0% NA	27% NA

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	73%	0%	27%
Other occupational experience accepted*	20%	80%	NA
TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience*	73%	27%	NA
Technical or vocational training required	53%	47%	0%

### Important Skills

Drivers license  
Safety awareness  
Ability to read blueprints

### Computer Skills

Some employers seek word processing or spreadsheet skills.

OES CODE: 875020

ALTERNATE JOB TITLES: Apprentice Plumber,  
Journeyman Plumber

FIRMS RESPONDING: 15

EMPLOYEES TOTAL: 599

## EMPLOYMENT TRENDS

Occupation Size 1995: Medium (454 to 908)

Growth Rate: Faster than average (20.8%)

Gender Breakdown: 2% Female

### Supply and Demand

*Experienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

*Inexperienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Recruitment Methods

In-House Promotions	38%
Employee Referrals	46%
Newspaper Ads	15%
Private Employment Agencies	0%
EDD	8%
School, Program Referrals	0%
Union Hall Referrals	69%
Walk-In Applicants	15%
Trade Journals	8%
Internet	0%
Colleges/Universities	0%
Other	0%

### Turnover

Vacancies over the last

12 months resulting from:

Promotions	2%
Employees Leaving	30%
New Positions	67%
Temporary	1%

### Where the Jobs Are

SIC   Industry

1711 Plumbing, Heating, Air-Conditioning

7363 Help Supply Services

### Projections

Some employers report that employment levels over the past year have remained stable; almost all employers report growing levels. A few employers project that over the next two years employment levels will decline, some employers expect stability, most employers expect growth.

### Other Information

Almost all employers provide promotional opportunities into occupations such as Lead Plumber, Second Plumber, Journeyman Plumber, or Foreman.

# Production, Planning, and Expediting Clerks

## DESCRIPTION

Production, Planning, and Expediting Clerk's duties are primarily clerical in nature and involve coordinating and expediting the flow of work and materials within or between departments of an establishment according to production schedules. This includes reviewing and distributing production schedules and work orders, conferring with department supervisors to determine progress of work and completion dates, and compiling reports on progress of work and production problems. Their duties may also include scheduling workers and estimating costs, routing, and delivering parts to ensure production quotas are met, and scheduling shipment of parts. They may keep inventory of material in departments and ensure that merchandise is shipped by vendor on the promised date, and write special orders for services and merchandise.

## WAGES AND BENEFITS

None of the firms in this survey were unionized. Many firms reported that employees worked full-time. Many firms reported temporary employees. Full-time and temporary employees average 40-hour weeks.

### Wages

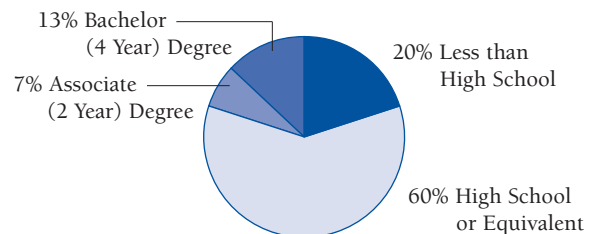
NON-UNION	RANGE	MEDIAN
Entry Level/No Experience	\$6.75 – \$21.58	\$13.91
Experienced/New to Firm	\$6.75 – \$30.00	\$17.26
3+ Years Experience with Firm	\$7.60 – \$38.00	\$19.66

### Benefits

	EMPLOYER PAYS ALL FT / PT		SHARED COST FT / PT		EMPLOYEE PAYS ALL FT / PT		NOT PROVIDED FT / PT	
Medical	67%	NA	33%	NA	0%	NA	0%	NA
Dental	60%	NA	33%	NA	0%	NA	7%	NA
Vision	53%	NA	27%	NA	0%	NA	20%	NA
Life Insurance	87%	NA	0%	NA	0%	NA	13%	NA
Sick Leave	100%	NA	0%	NA	0%	NA	0%	NA
Vacation	100%	NA	0%	NA	0%	NA	0%	NA
Retirement	53%	NA	40%	NA	0%	NA	7%	NA
Child Care	7%	NA	7%	NA	7%	NA	80%	NA
Other	20%	NA	7%	NA	0%	NA	33%	NA

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	27%	13%	60%
Other occupational experience accepted*	62%	38%	NA
*13 employers responded			
TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience*	62%	38%	NA
Technical or vocational training required	27%	67%	7%
*13 employers responded			

### Important Skills

Purchasing knowledge  
Communication skill



OES CODE: 580080

ALTERNATE JOB TITLES: Technical Clerk, Material Planner, Production Planner

FIRMS RESPONDING: 15

EMPLOYEES TOTAL: 262

## Computer Skills

Most employers seek word processing skills, almost all employers seek spreadsheet skills, some employers seek database skills.

## EMPLOYMENT TRENDS

Occupation Size 1995: Medium (454 to 908)  
Growth Rate: Much faster than average (37.6%)  
Gender Breakdown: 61% Female

## Supply and Demand

*Experienced* – Moderately Difficult – Demand is somewhat greater than the supply of qualified applicants. Employers may have difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

*Inexperienced* – Moderately Difficult – Demand is somewhat greater than the supply of qualified applicants. Employers may have difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

## Recruitment Methods

In-House Promotions	27%
Employee Referrals	93%
Newspaper Ads	33%
Private Employment Agencies	27%
EDD	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-In Applicants	7%
Trade Journals	0%
Internet	67%
Colleges/Universities	0%
Other	27%

## Turnover

Vacancies over the last 12 months resulting from:	
Promotions	33%
Employees Leaving	33%
New Positions	33%
Temporary	0%

## Where the Jobs Are

### SIC   Industry

2731 Book Publishing  
2752 Commercial Printing, Lithographic  
3357 Nonferrous Wire Drawing and Insulating  
3571 Electronic Computers  
3643 Current-Carrying Wiring Devices  
3661 Telephone and Telegraph Apparatus  
3671 Electron Tubes  
3826 Analytical Instruments  
4512 Air Transportation, Scheduled  
4813 Telephone Communications, Except Radio  
5063 Electrical Apparatus and Equipment  
7363 Help Supply Services  
7371 Computer Programming Services  
7372 Prepackaged Software  
7375 Information Retrieval Services  
8731 Commercial Physical Research  
8732 Commercial Nonphysical Research  
8733 Noncommercial Research Organization

## Projections

Many employers report that employment levels over the past year have remained stable or grown. Many employers project that over the next two years employment levels will remain stable or grow.

## Other Information

Almost all employers provide promotional opportunities into occupations such as Lead, Material Supervisor, Document Processor, or Production Manager.

# Sales Representatives – Except Scientific and Related Products and Services and Retail

## DESCRIPTION

Sales Representatives (Except Scientific and Related Products and Services), sell goods and services for wholesalers or manufacturers to businesses or groups of individuals. This work requires a substantial knowledge of the items sold. Sales representatives solicit orders from established clients or secure new customers.

## WAGES AND BENEFITS

Few of the firms in this survey were unionized. Almost all firms reported that employees worked full-time. Few firms reported part-time employees. Full-time employees average 40-hour weeks whereas part-time employees average 29 hours per week.

### Wages

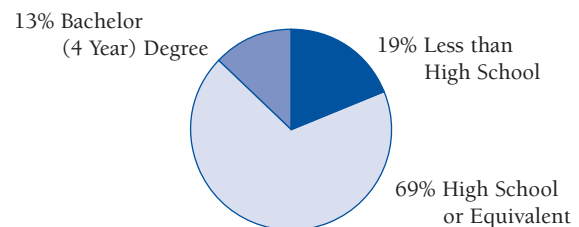
NON-UNION AND UNION	RANGE	MEDIAN
Entry Level/No Experience	\$8.50 – \$16.78	\$10.65
Experienced/New to Firm	\$9.50 – \$26.37	\$16.56
3+ Years Experience with Firm	\$11.51 – \$43.15	\$21.45

### Benefits

	EMPLOYER PAYS ALL FT / PT	SHARED COST FT / PT	EMPLOYEE PAYS ALL FT / PT	NOT PROVIDED FT / PT
Medical	38% NA	63% NA	0% NA	0% NA
Dental	25% NA	69% NA	0% NA	6% NA
Vision	25% NA	50% NA	6% NA	19% NA
Life Insurance	56% NA	19% NA	0% NA	25% NA
Sick Leave	88% NA	0% NA	0% NA	13% NA
Vacation	100% NA	0% NA	0% NA	0% NA
Retirement	31% NA	56% NA	13% NA	0% NA
Child Care	0% NA	0% NA	6% NA	94% NA
Other	13% NA	0% NA	0% NA	50% NA

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	38%	13%	50%
Other occupational experience accepted*	77%	23%	NA

\*13 employers responded

TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience*	57%	43%	NA
Technical or vocational training required	19%	69%	13%

\*14 employers responded

### Important Skills

Sales knowledge  
Basic math

### Computer Skills

Most employers seek word processing skills, many employers seek spreadsheet skills, some seek database skills.

OES CODE: 490080

ALTERNATE JOB TITLES: Outside Sales Representative, Inside Sales Representative, Account Representative, Sales Executive

FIRMS RESPONDING: 16

EMPLOYEES TOTAL: 299

## EMPLOYMENT TRENDS

Occupation Size 1995: Very Large (more than 1,970)

Growth Rate: Average (14.7%)

Gender Breakdown: 52% Female

### Supply and Demand

*Experienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

*Inexperienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Recruitment Methods

In-House Promotions	33%
Employee Referrals	80%
Newspaper Ads	67%
Private Employment Agencies	13%
EDD	7%
School, Program Referrals	7%
Union Hall Referrals	7%
Walk-In Applicants	20%
Trade Journals	7%
Internet	27%
Colleges/Universities	7%
Other	27%

### Turnover

Vacancies over the last 12 months resulting from:

Promotions	20%
Employees Leaving	42%
New Positions	34%
Temporary	5%

### Where the Jobs Are

#### SIC   Industry

2752	Commercial Printing, Lithographic
3571	Electronic Computers
3841	Surgical and Medical Instruments
3842	Surgical Appliances and Supplies
5023	Homefurnishings
5044	Office Equipment
5045	Computers, Peripherals and Software
5047	Medical and Hospital Equipment
5049	Professional Equipment, NEC
5063	Electrical Apparatus and Equipment
5065	Electronic Parts and Equipment
5072	Hardware
5084	Industrial Machinery and Equipment
5085	Industrial Supplies
5087	Service Establishment Equipment
5099	Durable Goods, NEC
5113	Industrial and Personal Service Paper
5122	Drugs, Proprietarys, and Sundries
5141	Groceries, General Line
5149	Groceries and Related Products, NEC
5169	Chemicals and Allied Products, NEC
5181	Beer and Ale
5182	Wine and Distilled Beverages
5194	Tobacco and Tobacco Products
5199	Nondurable Goods, NEC
5211	Lumber and Other Building Materials
5734	Computer and Software Stores
5943	Stationery Stores
7379	Computer Related Services, NEC
7389	Business Services, NEC

### Projections

Some employers report that employment levels over the past year have remained stable; many employers report growing levels. Many employers project that over the next two years employment levels will remain stable; many employers expect growth.

### Other Information

Almost all employers provide promotional opportunities into occupations such as Senior Sales Person, Supervisor, Assistant Manager, Sales Manager, or Vice President of Sales.

# Salespersons – Retail (Except Vehicle Sales)

## DESCRIPTION

Retail salespersons sell merchandise to the public. They assist customers in making selections, obtain or receive merchandise, total the bill, receive the payment, operate a cash register, and make change. They also may stock shelves and set up advertising displays. Please do not include workers who work primarily as Cashiers.

## WAGES AND BENEFITS

None of the firms surveyed in this sample were unionized. Many of the firms reported that employees work part-time; many reported full-time employees. A few firms employ seasonal workers. Full-time employees average 40-hour weeks whereas part-time employees average 23 hours per week.

### Wages

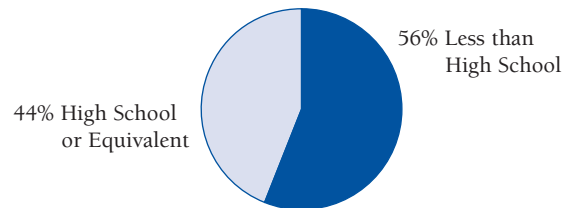
NON-UNION	RANGE	MEDIAN
Entry Level/No Experience	\$5.75 – \$10.23	\$7.16
Experienced/New to Firm	\$7.00 – \$13.00	\$8.50
3+ Years Experience with Firm	\$7.75 – \$13.00	\$9.50

### Benefits

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL		NOT PROVIDED	
	FT / PT		FT / PT		FT / PT		FT / PT	
Medical	33%	6%	56%	11%	0%	0%	11%	67%
Dental	22%	6%	56%	6%	6%	0%	17%	72%
Vision	28%	6%	39%	11%	6%	0%	28%	67%
Life Insurance	22%	6%	39%	6%	6%	0%	33%	72%
Sick Leave	67%	17%	0%	0%	0%	0%	33%	67%
Vacation	83%	28%	0%	0%	0%	0%	17%	56%
Retirement	28%	11%	61%	11%	0%	0%	11%	61%
Child Care	0%	0%	6%	6%	11%	0%	83%	78%
Other	0%	0%	6%	6%	0%	0%	44%	50%

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	6%	56%	39%
Other occupational experience accepted*	86%	14%	0%

\*7 employers responded

TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience*	38%	63%	0%
Technical or vocational training required	6%	94%	0%

\*8 employers responded

### Important Skills

Customer service and verbal communication  
Register and keyboard knowledge  
Electronics and appliance experience  
Sales and retail experience

### Computer Skills

All employers seek word processing skills; many employers seek spreadsheet and database skills.

OES CODE: 490112

ALTERNATE JOB TITLES: Sales Associate, Sales Assistant, Sales Clerk, Sales Representative

FIRMS RESPONDING: 18

EMPLOYEES TOTAL: 1,600

## EMPLOYMENT TRENDS

Occupation Size 1995: Very Large (more than 1,970)

Growth Rate: Slower than average (7.0%)

Gender Breakdown: 54% Female

### Supply and Demand

*Experienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

*Inexperienced* – Very Difficult – Demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Recruitment Methods

In-House Promotions	27%
Employee Referrals	93%
Newspaper Ads	47%
Private Employment Agencies	7%
EDD	20%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-In Applicants	73%
Trade Journals	0%
Internet	7%
Colleges/Universities	7%
Other	7%

### Turnover

Vacancies over the last  
12 months resulting from:

Promotions	16%
Employees Leaving	75%
New Positions	5%
Temporary	4%

### Where the Jobs Are

#### SIC   Industry

5211	Lumber and Other Building Materials
5311	Department Stores
5411	Grocery Stores
5441	Candy, Nut, and Confectionery Store
5461	Retail Bakeries
5499	Miscellaneous Food Stores
5511	New and Used Car Dealers
5621	Women's Clothing Stores
5641	Children's and Infants, Wear Stores
5651	Family Clothing Stores
5661	Shoe Stores
5699	Miscellaneous Apparel and Accessory Stores
5712	Furniture Stores
5722	Household Appliance Stores
5731	Radio, TV, and Electronic Stores
5734	Computer and Software Stores
5812	Eating Places
5912	Drug Stores and Proprietary Stores
5932	Used Merchandise Stores
5941	Sporting Goods and Bicycle Shops
5942	Book Stores
5946	Camera and Photographic Supply Stores
5947	Gift, Novelty, and Souvenir Shops
5999	Miscellaneous Retail Stores, NEC

### Projections

Many employers report that employment levels over the past year have remained stable; some employers report growing levels. Many employers project that over the next two years employment levels will grow or remain stable.

### Other Information

Most employers provide promotional opportunities into occupations such as Supervisor, Assistant Manager, Shift Manager, Manager, Senior Sales, or Commissioned Sales.

# Sheet Metal Workers

## DESCRIPTION

Sheet Metal Workers fabricate, assemble, install and repair sheet metal products and equipment, such as control boxes, drainpipes, and furnace casings. Their work may involve setting up and operating fabricating machines to cut, bend, and straighten sheet metal; shaping metal over anvils, blocks, or forms using a hammer, operating soldering and welding equipment to join sheet metal parts; and inspecting, assembling, and smoothing seams and joints of burred surfaces.

## WAGES AND BENEFITS

Most of the firms in this survey were unionized. All firms reported that employees worked full-time. Full-time employees average 39-hour weeks.

### Wages

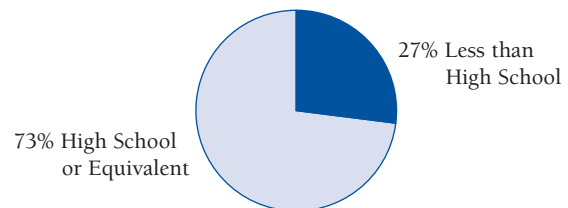
NON-UNION	RANGE	MEDIAN
Entry Level/No Experience	\$9.00 – \$15.00	\$12.00
Experienced/New to Firm	\$11.00 – \$20.00	\$15.00
3+ Years Experience with Firm	\$14.00 – \$36.00	\$22.00
UNION/COLLECTIVE BARGAINING	RANGE	MEDIAN
Entry Level/No Experience	\$10.00 – \$10.79	\$10.05
Experienced/New to Firm	\$10.00 – \$36.45	\$32.23
3+ Years Experience with Firm	\$16.50 – \$40.00	\$38.85

### Benefits

	EMPLOYER PAYS ALL FT / PT	SHARED COST FT / PT	EMPLOYEE PAYS ALL FT / PT	NOT PROVIDED FT / PT
Medical	53% NA	7% NA	40% NA	0% NA
Dental	33% NA	7% NA	40% NA	20% NA
Vision	27% NA	0% NA	40% NA	33% NA
Life Insurance	7% NA	0% NA	47% NA	47% NA
Sick Leave	13% NA	0% NA	40% NA	47% NA
Vacation	47% NA	0% NA	47% NA	7% NA
Retirement	27% NA	27% NA	40% NA	7% NA
Child Care	0% NA	7% NA	0% NA	93% NA
Other	0% NA	0% NA	0% NA	7% NA

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	47%	13%	40%
Other occupational experience accepted*	36%	64%	NA

\*11 employers responded

TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience*	77%	23%	NA
Technical or vocational training required	47%	47%	7%

\*13 employers responded

### Important Skills

Communication

### Computer Skills

No employers seek word processing, spreadsheet, or database skills.

OES CODE: 891320

ALTERNATE JOB TITLES: Sheet Metal Journeyman,  
Sheet Metal Apprentice, Sheet Metal Helper

FIRMS RESPONDING: 15

EMPLOYEES TOTAL: 725

## EMPLOYMENT TRENDS

Occupation Size 1995: Medium (454 to 908)

Growth Rate: Average (16.0%)

Gender Breakdown: 3% Female

### Supply and Demand

*Experienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

*Inexperienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Recruitment Methods

In-House Promotions	33%
Employee Referrals	73%
Newspaper Ads	7%
Private Employment Agencies	0%
EDD	0%
School, Program Referrals	20%
Union Hall Referrals	67%
Walk-In Applicants	40%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other	33%

### Turnover

Vacancies over the last

12 months resulting from:

Promotions	9%
Employees Leaving	9%
New Positions	82%
Temporary	0%

### Where the Jobs Are

SIC   Industry

1711 Plumbing, Heating, Air-Conditioning

1761 Roofing, Siding, and Sheet Metal Work

3444 Sheet Metalwork

3469 Metal Stampings, NEC

3589 Service Industry Machinery, NEC

### Projections

A few employers report that employment levels over the past year have declined, some employers report stability; most employers report growing levels. Some employers project that over the next two years employment levels will remain stable; most employers expect growth.

### Other Information

Almost all employers provide promotional opportunities into occupations such as Apprentice, Journeyman, or Foreman.



# Surgical Technicians

## DESCRIPTION

Surgical Technicians assist the surgical team during surgical procedures and in the preparation for surgery. Under the direct supervision of a Registered Nurse, they arrange sterile setups, count sponges, needles, and instruments before and during surgery, check the operation of equipment, and clean and restock the operating room. They may pass instruments and supplies to surgeons, and may assist in transporting, positioning, prepping, and draping patients for surgery. They may be known as Surgical Technologists. Please do not include Surgical Assistants who perform such tasks as retracting tissue, suturing skin, and suctioning blood during surgery.

## WAGES AND BENEFITS

Many of the firms in this survey were unionized. Most firms reported that employees worked full-time. Some firms reported part-time employees. Full-time employees average 40-hour weeks whereas part-time employees average 19 hours per week.

### Wages

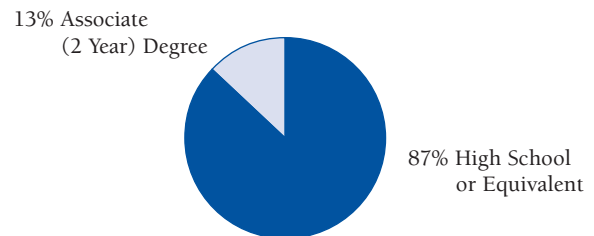
NON-UNION	RANGE	MEDIAN
Entry Level/No Experience	\$17.00 – \$20.00	\$20.00
Experienced/New to Firm	\$18.00 – \$25.00	\$22.00
3+ Years Experience with Firm	\$20.00 – \$30.00	\$25.00
UNION/COLLECTIVE BARGAINING	RANGE	MEDIAN
Entry Level/No Experience	\$20.00 – \$20.00	\$20.00
Experienced/New to Firm	\$15.47 – \$23.00	\$18.00
3+ Years Experience with Firm	\$16.36 – \$25.00	\$18.00

### Benefits

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL		NOT PROVIDED	
	FT / PT		FT / PT		FT / PT		FT / PT	
Medical	60%	27%	33%	7%	0%	0%	0%	27%
Dental	67%	27%	20%	7%	0%	0%	7%	27%
Vision	67%	27%	20%	7%	0%	0%	7%	27%
Life Insurance	53%	13%	7%	7%	0%	0%	33%	40%
Sick Leave	93%	27%	0%	7%	0%	0%	0%	27%
Vacation	93%	27%	0%	7%	0%	0%	0%	27%
Retirement	40%	20%	40%	13%	7%	0%	7%	27%
Child Care	0%	0%	7%	7%	7%	7%	80%	47%
Other	0%	0%	0%	0%	0%	0%	13%	13%

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	47%	20%	33%
Other occupational experience accepted*	0%	100%	NA
*11 employers responded			
TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience*	42%	58%	NA
Technical or vocational training required	60%	33%	7%
*12 employers responded			

### Important Skills

Technical knowledge  
Organization



OES CODE: 329280

ALTERNATE JOB TITLES: Surgical Technologist,  
Radiation Technician

FIRMS RESPONDING: 15

EMPLOYEES TOTAL: 88

## Computer Skills

All employers seek word processing and spreadsheet skills.

## EMPLOYMENT TRENDS

Occupation Size 1995: Small (less than 454)  
Growth Rate: Much faster than average (55.6%)  
Gender Breakdown: 76% Female

## Supply and Demand

*Experienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

*Inexperienced* – Moderately Difficult – Demand is somewhat greater than the supply of qualified applicants. Employers may have difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

## Recruitment Methods

In-House Promotions	0%
Employee Referrals	92%
Newspaper Ads	54%
Private Employment Agencies	8%
EDD	0%
School, Program Referrals	46%
Union Hall Referrals	0%
Walk-In Applicants	15%
Trade Journals	8%
Internet	15%
Colleges/Universities	0%
Other	38%

## Turnover

Vacancies over the last  
12 months resulting from:

Promotions	10%
Employees Leaving	52%
New Positions	38%
Temporary	0%

## Where the Jobs Are

SIC   Industry

8011 Offices and Clinics Of Medical Doctors

8062 General Medical and Surgical Hospital

## Projections

Almost all employers report that employment levels over the past year have remained stable; some employers report growing levels. Some employers project that over the next two years employment levels will remain stable; most employers expect growth.

## Other Information

Many employers provide promotional opportunities into occupations such as Senior Technician, Supervisor, or Manager.

# Traffic, Shipping, and Receiving Clerks

## DESCRIPTION

Traffic, Shipping, and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying, and recording incoming merchandise or material; and arranging for the transportation of products. Please do not include Stock Clerks, and workers whose primary duties involve weighing and checking.

## WAGES AND BENEFITS

Few of the firms in this survey were unionized. Almost all firms reported that employees worked full-time. Few firms reported part-time employees. Full-time employees average 40-hour weeks whereas part-time employees average 27 hours per week.

### Wages

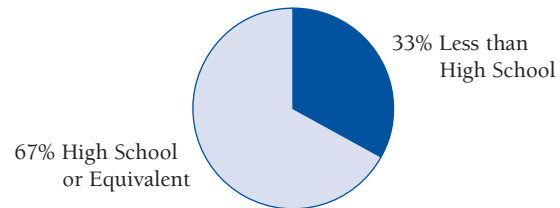
NON-UNION AND UNION	RANGE	MEDIAN
Entry Level/No Experience	\$8.00 – \$12.00	\$10.00
Experienced/New to Firm	\$8.85 – \$16.50	\$12.00
3+ Years Experience with Firm	\$10.00 – \$18.00	\$13.00

### Benefits

	EMPLOYER PAYS ALL FT / PT	SHARED COST FT / PT	EMPLOYEE PAYS ALL FT / PT	NOT PROVIDED FT / PT
Medical	53% NA	47% NA	0% NA	0% NA
Dental	33% NA	60% NA	0% NA	7% NA
Vision	20% NA	53% NA	7% NA	20% NA
Life Insurance	87% NA	0% NA	0% NA	13% NA
Sick Leave	87% NA	0% NA	0% NA	13% NA
Vacation	93% NA	0% NA	0% NA	7% NA
Retirement	60% NA	33% NA	7% NA	0% NA
Child Care	7% NA	0% NA	0% NA	93% NA
Other	20% NA	7% NA	0% NA	33% NA

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	13%	33%	53%
Other occupational experience accepted*	78%	22%	NA

\*9 employers responded

TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience*	20%	80%	NA
Technical or vocational training required	0%	93%	7%

\*10 employers responded

### Important Skills

Ability to follow instruction  
People skills  
Lifting  
Forklift license

### Computer Skills

Many employers seek database skills; some employers seek word processing skills. A few employers seek spreadsheet skills.

OES CODE: 580280

ALTERNATE JOB TITLES: Dispatch Clerk, Material Coordinator, Distribution Specialist

FIRMS RESPONDING: 15

EMPLOYEES TOTAL: 322

## EMPLOYMENT TRENDS

Occupation Size 1995: Very Large (more than 1,970)

Growth Rate: Slower than average (11.4%)

Gender Breakdown: 17% Female

### Supply and Demand

*Experienced* – Very Difficult – Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

*Inexperienced* – Moderately Difficult – Demand is somewhat greater than the supply of qualified applicants. Employers may have difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Recruitment Methods

In-House Promotions	27%
Employee Referrals	73%
Newspaper Ads	67%
Private Employment Agencies	7%
EDD	13%
School, Program Referrals	0%
Union Hall Referrals	7%
Walk-In Applicants	47%
Trade Journals	0%
Internet	20%
Colleges/Universities	13%
Other	20%

### Turnover

Vacancies over the last 12 months resulting from:

Promotions	5%
Employees Leaving	36%
New Positions	14%
Temporary	45%

### Where the Jobs Are

#### SIC   Industry

2759	Commercial Printing, Etc.
3357	Nonferrous Wire Drawing and Insulating
3571	Electronic Computers
4212	Local Trucking, Without Storage
4311	U.S. Postal Service
4512	Air Transportation, Scheduled
4731	Freight Transportation Arrangement
5023	Home Furnishings
5045	Computers, Peripherals and Software
5063	Electrical Apparatus and Equipment
5065	Electronic Parts and Equipment
5113	Industrial and Personal Service Paper
5122	Drugs, Proprietarys, and Sundries
5137	Women's and Children's Clothing
5311	Department Stores
5411	Grocery Stores
5734	Computer and Software Stores
5961	Catalog and Mail-Order Houses
7361	Employment Agencies
7363	Help Supply Services
7371	Computer Programming Services
7372	Prepackaged Software
8731	Commercial Physical Research

### Projections

Most employers report that employment levels over the past year have grown; some employers report stable levels. Many employers project that over the next two years employment levels will remain stable or grow.

### Other Information

Almost all employers provide promotional opportunities into occupations such as Supervisor, Warehouse Manager, or Senior Distribution Specialist.

# Truck Drivers Light – Including Delivery and Route Workers

## DESCRIPTION

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under three tons. They deliver or pick up merchandise and may load and unload trucks. Please do not include workers whose duties include sales.

## WAGES AND BENEFITS

Few of the firms in this survey were unionized. Most firms reported that employees worked full-time. Some firms reported part-time employees. Full-time employees average 36-hour weeks where-as part-time employees average 29 hours per week.

### Wages

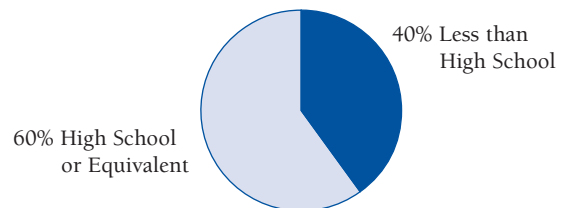
NON-UNION AND UNION	RANGE	MEDIAN
Entry Level/No Experience	\$6.00 – \$13.54	\$10.00
Experienced/New to Firm	\$7.00 – \$15.50	\$10.00
3+ Years Experience with Firm	\$8.00 – \$16.93	\$15.50

### Benefits

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL		NOT PROVIDED	
	FT / PT		FT / PT		FT / PT		FT / PT	
Medical	40%	0%	53%	7%	0%	7%	7%	27%
Dental	20%	0%	60%	7%	0%	7%	20%	27%
Vision	13%	0%	40%	13%	0%	0%	47%	27%
Life Insurance	47%	13%	7%	0%	7%	0%	40%	27%
Sick Leave	67%	7%	7%	0%	0%	7%	27%	27%
Vacation	87%	7%	7%	0%	0%	7%	7%	27%
Retirement	20%	0%	53%	13%	7%	0%	20%	27%
Child Care	0%	0%	0%	0%	7%	0%	93%	40%
Other	0%	0%	7%	0%	0%	0%	13%	7%

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Required



### Experience and Training

WORK EXPERIENCE	YES	NO	NOT REQUIRED BUT PREFERRED
Work experience required	13%	40%	47%
Other occupational experience accepted*	71%	29%	NA

\*7 employers responded

TRAINING	YES	NO	NOT REQUIRED BUT PREFERRED
Training as substitute for work experience*	78%	22%	NA
Technical or vocational training required	13%	87%	0%

\*9 employers responded

### Important Skills

Drivers license  
Basic mathematics

### Computer Skills

All employers seek database skills.

OES CODE: 971050

ALTERNATE JOB TITLES: Route Driver, Courier

FIRMS RESPONDING: 15

EMPLOYEES TOTAL: 915

## EMPLOYMENT TRENDS

Occupation Size 1995: Very Large (more than 1,970)

Growth Rate: Faster than average (21.4%)

Gender Breakdown: 26% Female

### Supply and Demand

*Experienced* – Moderately Difficult – Demand is somewhat greater than the supply of qualified applicants. Employers may have difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

*Inexperienced* – Moderately Difficult – Demand is somewhat greater than the supply of qualified applicants. Employers may have difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Recruitment Methods

In-House Promotions	13%
Employee Referrals	87%
Newspaper Ads	73%
Private Employment Agencies	0%
EDD	13%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-In Applicants	53%
Trade Journals	0%
Internet	13%
Colleges/Universities	0%
Other	20%

### Turnover

Vacancies over the last

12 months resulting from:

Promotions	7%
Employees Leaving	66%
New Positions	27%
Temporary	0%

### Where the Jobs Are

#### SIC   Industry

1711	Plumbing, Heating, Air-Conditioning
4212	Local Trucking, Without Storage
4215	Courier Services, Except by Air
4225	General Warehousing and Storage
4513	Air Courier Services
4581	Airports, Flying Fields, and Services
4731	Freight Transportation Arrangement
5013	Motor Vehicle Supplies and New Parts
5122	Drugs, Proprietarys, and Sundries
5511	New and Used Car Dealers
5812	Eating Places
7359	Equipment Rental and Leasing, NEC
7389	Business Services, NEC
7514	Passenger Car Rental
7549	Automotive Services, NEC

### Projections

Few employers report that employment levels over the past year have declined, many report stability, some employers report growing levels. Most employers project that over the next two years employment levels will remain stable; many employers expect growth.

### Other Information

Almost all employers provide promotional opportunities into occupations such as Lead Driver, Dispatcher, or Supervisor.



# San Mateo County Training Directory

## A Plus Learning Center

### CONTACT INFORMATION

Physical Address:

611 South B Street, Suite 1  
San Mateo, CA 94401

Mailing Address:

611 South B Street, Suite 1  
San Mateo, CA 94401

Phone: (650) 401-8888

Fax: (650) 401-8890

Website: None

Email: Lccenter@netzero.net

### SERVICES OFFERED

Career Development ✓

Counseling ✓

Distance Learning

Financial Aid

Job Placement

On-Site Child Care

Open Entry/Open Exit ✓

Veteran Approved

### PROGRAMS OFFERED

- Adult and Continuing Education Administration
- Child Growth, Care and Development Studies
- Computer and Information Sciences
- English Technical and Business Writing

## Anthony Schools Of San Francisco Peninsula

### CONTACT INFORMATION

Physical Address:

1155 Chess Drive, Suite 108  
Foster City, CA 94404

Mailing Address:

1155 Chess Drive, Suite 108  
Foster City, CA 94404

Phone: (650) 570-2284

Fax: (650) 750-2243

Website: www.anthonysfc.com

Email: james@anthonysfc.com

### SERVICES OFFERED

Career Development ✓

Counseling

Distance Learning ✓

Financial Aid

Job Placement

On-Site Child Care

Open Entry/Open Exit ✓

Veteran Approved

### PROGRAMS OFFERED

- Construction and Building Finishers and Managers
- Real Estate

# San Mateo County Training Directory *(cont'd)*

## Brogan Clear-Writing Seminars Inc.

### CONTACT INFORMATION

Physical Address:

1921 Devereux Drive  
Burlingame, CA 94010

Mailing Address:

1921 Devereux Drive  
Burlingame, CA 94010

Phone: (650) 697-1134

Fax: (650) 697-1134

Website: None

Email: mckeownpb@aol.com

### SERVICES OFFERED

Career Development ✓

Counseling

Distance Learning

Financial Aid

Job Placement

On-Site Child Care

Open Entry/Open Exit ✓

Veteran Approved

### PROGRAMS OFFERED

- Writing

## Cabrillo Unified Adult Education

### CONTACT INFORMATION

Physical Address:

498 Kelly Avenue  
Half Moon Bay, CA 94019

Mailing Address:

498 Kelly Avenue  
Half Moon Bay, CA 94019

Phone: (650) 712-7224

Fax: (650) 712-7225

Website: [www.coastside.net/cusd/ae/adulted.htm](http://www.coastside.net/cusd/ae/adulted.htm)

Email: [rogersl@cabrillo.k12.ca.us](mailto:rogersl@cabrillo.k12.ca.us)

### SERVICES OFFERED

Career Development

Counseling ✓

Distance Learning

Financial Aid

Job Placement

On-Site Child Care

Open Entry/Open Exit

Veteran Approved ✓

### PROGRAMS OFFERED

- Economics
- Education
- English Language and Literature
- General Office/Clerical and Typing Services
- Health and Physical Education
- High School/Secondary Diplomas
- Home Economics
- Music
- Spanish Language and Literature



# San Mateo County Training Directory *(cont'd)*

## Canada College

### CONTACT INFORMATION

Physical Address:  
4200 Farm Hill Blvd.  
Redwood City, CA 94061

Mailing Address:  
4200 Farm Hill Blvd.  
Redwood City, CA 94061

Phone: (650) 306-3100  
Fax: (650) 306-3457  
Website: canadacollege.net  
Email: None

### SERVICES OFFERED

Career Development ✓  
Counseling ✓  
Distance Learning ✓  
Financial Aid ✓  
Job Placement ✓  
On-Site Child Care  
Open Entry/Open Exit ✓  
Veteran Approved ✓

### PROGRAMS OFFERED

- Accounting Technician
- Administrative Assistant/Secretarial Science
- Business Administration and Management
- Child Development, Care and Guidance
- Computer and Information Sciences
- Computer Installer and Repairer
- Engineering
- Fashion Design and Illustration
- Interior Design
- Medical Radiologic Tech./Technician
- Paralegal/Legal Assistant
- Tourism Promotion Operation

## Career Education Center

### CONTACT INFORMATION

Physical Address:  
350 Old Bayshore Hwy., #40  
Burlingame, CA 94010

Mailing Address:  
1350 Old Bayshore Hwy., #40  
Burlingame, CA 94010

Phone: (650) 558-3970  
Fax: (650) 558-3973  
Website: www.careereducation.org  
Email: ron@careereducation.org

### SERVICES OFFERED

Career Development ✓  
Counseling  
Distance Learning  
Financial Aid  
Job Placement  
On-Site Child Care  
Open Entry/Open Exit  
Veteran Approved ✓

### PROGRAMS OFFERED

- Computer Typography and Composition  
Equipment Operator
- General Office/Clerical and Typing Services
- Information Processing/Data Entry Technician

# San Mateo County Training Directory *(cont'd)*

## College Of Notre Dame

### CONTACT INFORMATION

Physical Address:  
1500 Ralston Avenue  
Belmont, CA 94002

Mailing Address:  
1500 Ralston Avenue  
Belmont, CA 94002

Phone: (650) 593-1601  
Fax: (650) 508-3736  
Website: [www.cnd.edu/](http://www.cnd.edu/)  
Email: [pio@cnd.edu](mailto:pio@cnd.edu)

### SERVICES OFFERED

Career Development ✓  
Counseling ✓  
Distance Learning  
Financial Aid ✓  
Job Placement ✓  
On-Site Child Care  
Open Entry/Open Exit  
Veteran Approved

### PROGRAMS OFFERED

- Art
- Art Therapy
- Biochemistry
- Biology
- Business Administration and Management
- Computer Science
- Counseling Psychology
- English Language and Literature
- Environmental Science/Studies
- French Language and Literature
- Interior Design
- Liberal Arts and Sciences
- Management Information Systems
- Political Science
- Psychology/ Social Sciences/ Sociology
- Public Administration
- Religion/Religious Studies

## College Of San Mateo

### CONTACT INFORMATION

Physical Address:  
1700 West Hillsdale Blvd.  
San Mateo, CA 94402

Mailing Address:  
1700 West Hillsdale Blvd.  
San Mateo, CA 94402

Phone: (650) 574-6161  
Fax: (650) 574-6680  
Website: [gocsm.net](http://gocsm.net)  
Email: None

### SERVICES OFFERED

Career Development ✓  
Counseling ✓  
Distance Learning ✓  
Financial Aid ✓  
Job Placement ✓  
On-Site Child Care ✓  
Open Entry/Open Exit ✓  
Veteran Approved ✓

### PROGRAMS OFFERED

- Construction/Building Inspector
- Drafting
- Health Services Administration
- Heating, Air Conditioning and Refrigeration Tech./Technician
- Industrial/Manufacturing Tech.
- Machinist/Machine Technologist
- Business Data Processing
- Nursing (R.N. Training)
- Pharmacology, Human and Animal
- Physical Sciences
- Plumber and Pipefitter
- Public Administration
- Sheet Metal Worker
- Welder/Welding Technologist

# San Mateo County Training Directory *(cont'd)*

## Colorstyle Institute

### CONTACT INFORMATION

Physical Address:  
1035 Tehama Avenue  
Menlo Park, CA 94025

Mailing Address:  
1035 Tehama Avenue  
Menlo Park, CA 94025

Phone: (650) 321-6212

Fax: (650) 321-1168

Website: None

Email: carlamathis@earthlinnc.net

### SERVICES OFFERED

Career Development ✓

Counseling ✓

Distance Learning

Financial Aid

Job Placement

On-Site Child Care

Open Entry/Open Exit ✓

Veteran Approved

### PROGRAMS OFFERED

- Fashion and Fabric Consultant

## CompUSA Training Supercenter

### CONTACT INFORMATION

Physical Address:  
1250 El Camino Real, #M3  
San Bruno, CA 94066

Mailing Address:  
1250 El Camino Real, #M3  
San Bruno, CA 94066

Phone: (650) 244-4750

Fax: (650) 244-4755

Website: www.compusa.com

Email: rosa\_annuzzi@compusa.com

### SERVICES OFFERED

Career Development ✓

Counseling

Distance Learning

Financial Aid

Job Placement

On-Site Child Care

Open Entry/Open Exit ✓

Veteran Approved

### PROGRAMS OFFERED

- Computer and Information Sciences
- Computer Typography and Composition  
Equipment Operator

# San Mateo County Training Directory *(cont'd)*

## Computer Business College

### CONTACT INFORMATION

Physical Address:  
6755 Mission Street  
Daly City, CA 94014  
Mailing Address:  
6755 Mission Street  
Daly City, CA 94014  
Phone: (650) 755-9191  
Fax: (650) 757-8297  
Website: None  
Email: None

### SERVICES OFFERED

Career Development  
Counseling ✓  
Distance Learning  
Financial Aid  
Job Placement ✓  
On-Site Child Care  
Open Entry/Open Exit ✓  
Veteran Approved

### PROGRAMS OFFERED

- Accounting
- Administrative and Secretarial Services
- Computational Skills
- Computer and Information Sciences
- Computer Engineering Tech./Technician

## Computer College Silicon Valley

### CONTACT INFORMATION

Physical Address:  
1733 Woodside Rd., #335  
Redwood City, CA 94061  
Mailing Address:  
1733 Woodside Rd., #335  
Redwood City, CA 94061  
Phone: (650) 369-3648  
Fax: (650) 369-2030  
Website: [www.ccsv.com](http://www.ccsv.com)  
Email: [ccsv@ccsv.com](mailto:ccsv@ccsv.com)

### SERVICES OFFERED

Career Development  
Counseling ✓  
Distance Learning  
Financial Aid  
Job Placement  
On-Site Child Care  
Open Entry/Open Exit ✓  
Veteran Approved

### PROGRAMS OFFERED

- Computer Programming
- Design and Visual Communications

# San Mateo County Training Directory *(cont'd)*

## Computer Resource Center

### CONTACT INFORMATION

Physical Address:  
1065 East Hillsdale Blvd., Suite 404  
Foster City, CA 94404  
Mailing Address:  
1065 East Hillsdale Blvd., Suite 404  
Foster City, CA 94404  
Phone: (650) 573-9675  
Fax: (650) 573-5317  
Website: [www.crctraining.com](http://www.crctraining.com)  
Email: None

### SERVICES OFFERED

Career Development ✓  
Counseling  
Distance Learning  
Financial Aid  
Job Placement  
On-Site Child Care  
Open Entry/Open Exit ✓  
Veteran Approved

### PROGRAMS OFFERED

- Administrative Assistant/Secretarial Science
- Computer Typography and Composition Equipment Operator
- General Office/Clerical and Typing Services

## Contractor State Licensing School

### CONTACT INFORMATION

Physical Address:  
101-B Hickey Blvd.  
South San Francisco, CA 94080  
Mailing Address:  
101-B Hickey Blvd.  
South San Francisco, CA 94080  
Phone: (650) 755-5582  
Fax: (650) 755-5598  
Website: [www.csls.com](http://www.csls.com)  
Email: [info@csls.com](mailto:info@csls.com)

### SERVICES OFFERED

Career Development ✓  
Counseling ✓  
Distance Learning ✓  
Financial Aid  
Job Placement  
On-Site Child Care  
Open Entry/Open Exit ✓  
Veteran Approved

### PROGRAMS OFFERED

- Construction Trades

# San Mateo County Training Directory *(cont'd)*

## English as a Second Language

### CONTACT INFORMATION

Physical Address:  
450 Chadbourne Avenue  
Millbrae, CA 94030

Mailing Address:  
450 Chadbourne Avenue  
Millbrae, CA 94030

Phone: (650) 699-6313  
Fax: (650) 697-6316  
Website: [www.esl-institute.com](http://www.esl-institute.com)  
Email: [esli@aol.com](mailto:esli@aol.com)

### SERVICES OFFERED

Career Development  
Counseling ✓  
Distance Learning  
Financial Aid  
Job Placement  
On-Site Child Care  
Open Entry/Open Exit ✓  
Veteran Approved

### PROGRAMS OFFERED

- Career Exploration/Awareness Skills
- English Composition
- English Technical and Business Writing

## Fakir Intensives

### CONTACT INFORMATION

Physical Address:  
152 Willow Road  
Menlo Park, CA 94025

Mailing Address:  
P.O. Box 2575  
Menlo Park, CA 94026

Phone: (650) 324-0543  
Fax: (650) 326-2639  
Website: [www.bodyplay.com](http://www.bodyplay.com)  
Email: [fakir@bodyplay.com](mailto:fakir@bodyplay.com)

### SERVICES OFFERED

Career Development  
Counseling  
Distance Learning  
Financial Aid  
Job Placement  
On-Site Child Care  
Open Entry/Open Exit ✓  
Veteran Approved

### PROGRAMS OFFERED

- Cosmetic Services

# San Mateo County Training Directory *(cont'd)*

## Golden Gate School – Photography

### CONTACT INFORMATION

Physical Address:

Various Rental Sites, CA

Mailing Address:

P.O. Box F

San Mateo, CA 94402

Phone: (650) 548-0889

Fax: (650) 347-3141

Website: [www.goldengateschool.com](http://www.goldengateschool.com)

Email: None

### SERVICES OFFERED

Career Development

Counseling

Distance Learning

Financial Aid

Job Placement

On-Site Child Care

Open Entry/Open Exit ✓

Veteran Approved

### PROGRAMS OFFERED

- Photography

## H & R Block Tax School

### CONTACT INFORMATION

Physical Address:

99 El Camino Real

San Carlos, CA 94070

Mailing Address:

99 El Camino Real

San Carlos, CA 94070

Phone: (650) 592-2013

Fax: (650) 592-2060

Website: [www.hrblock.com](http://www.hrblock.com)

Email: None

### SERVICES OFFERED

Career Development ✓

Counseling

Distance Learning

Financial Aid

Job Placement ✓

On-Site Child Care

Open Entry/Open Exit

Veteran Approved

### PROGRAMS OFFERED

- Taxation

# San Mateo County Training Directory *(cont'd)*

## Hilltop Beauty School Inc.

### CONTACT INFORMATION

Physical Address:  
6317 Mission Street  
Daly City, CA 94014

Mailing Address:  
6317 Mission Street  
Daly City, CA 94014

Phone: (650) 756-2720  
Fax: (650) 756-0236  
Website: None  
Email: None

### SERVICES OFFERED

Career Development ✓  
Counseling  
Distance Learning  
Financial Aid  
Job Placement  
On-Site Child Care  
Open Entry/Open Exit ✓  
Veteran Approved

### PROGRAMS OFFERED

- Cosmetologist

## Consortium – San Mateo

### CONTACT INFORMATION

Physical Address:  
1600 Trousdale  
Burlingame, CA 94010

Mailing Address:  
1600 Trousdale Drive  
Burlingame, CA 94010

Phone: (650) 696-7860  
Fax: (650) 696-7864  
Website: [www.hospitalconsort.org](http://www.hospitalconsort.org)  
Email: [Mperez@hospitalconsort.org](mailto:Mperez@hospitalconsort.org)

### SERVICES OFFERED

Career Development  
Counseling  
Distance Learning  
Financial Aid  
Job Placement  
On-Site Child Care  
Open Entry/Open Exit  
Veteran Approved

### PROGRAMS OFFERED

- Health-Related Knowledge and Skills



# San Mateo County Training Directory *(cont'd)*

## INtrax – English Institute, Menlo College

### CONTACT INFORMATION

Physical Address:

1000 El Camino Real  
Atherton, CA 94027

Mailing Address:

1000 El Camino Real  
Atherton, CA 94027

Phone: (650) 321-4208

Fax: (650) 321-7431

Website: [www.intrax-english.com](http://www.intrax-english.com)

Email: [iemenlo@yahoo.com](mailto:iemenlo@yahoo.com)

### SERVICES OFFERED

Career Development ✓

Counseling

Distance Learning

Financial Aid

Job Placement

On-Site Child Care

Open Entry/Open Exit

Veteran Approved

### PROGRAMS OFFERED

- English Language and Literature, General
- Teaching English as a Second Language/  
Foreign Language

## Jackson Arms

### CONTACT INFORMATION

Physical Address:

710 Dubuque Avenue  
South San Francisco, CA 94080

Mailing Address:

710 Dubuque Avenue  
South San Francisco, CA 94080

Phone: (650) 588-4209

Fax: (650) 588-1845

Website: [www.jacksonarms.com](http://www.jacksonarms.com)

Email: [pdrcharge@aol.com](mailto:pdrcharge@aol.com)

### SERVICES OFFERED

Career Development

Counseling

Distance Learning

Financial Aid

Job Placement

On-Site Child Care

Open Entry/Open Exit ✓

Veteran Approved

### PROGRAMS OFFERED

- Fire Protection, Other
- Security and Loss Prevention Services

# San Mateo County Training Directory *(cont'd)*

## Jefferson Adult School Division

### CONTACT INFORMATION

Physical Address:

699 Serramonte Blvd., Suite 11  
Daly City, CA 94015

Mailing Address:

699 Serramonte Blvd., Suite 11  
Daly City, CA 94015

Phone: (650) 755-8600

Fax: (650) 755-8635

Website: [www.juhsd.k12.ca.us](http://www.juhsd.k12.ca.us)

Email: [amc\\_ca@juhsd.k13.ca.us](mailto:amc_ca@juhsd.k13.ca.us)

### SERVICES OFFERED

Career Development

Counseling

Distance Learning

Financial Aid

Job Placement

On-Site Child Care

Open Entry/Open Exit ✓

Veteran Approved ✓

### PROGRAMS OFFERED

- Accounting Technician
- Business Computer Facilities Operator
- Education
- General Office/Clerical and Typing Services
- General Studies

## Jobtrak

### CONTACT INFORMATION

Physical Address:

415 Grand Avenue, Suite 105  
South San Francisco, CA 94080

Mailing Address:

415 Grand Avenue, Suite 105  
South San Francisco, CA 94080

Phone: (650) 952-6422

Fax: (650) 589-1225

Website: [www.jps.net/kurtzfam/jobtrak/jobtrak.htm](http://www.jps.net/kurtzfam/jobtrak/jobtrak.htm)

Email: [jobtrakssf@mindspring.com](mailto:jobtrakssf@mindspring.com)

### SERVICES OFFERED

Career Development

Counseling

Distance Learning

Financial Aid

Job Placement

On-Site Child Care

Open Entry/Open Exit ✓

Veteran Approved

### PROGRAMS OFFERED

- Basic Skills
- English Technical and Business Writing
- General Retailing Operations
- Medical Office Management
- General Office/Clerical and Typing Services
- Vocational Rehabilitation Counseling

# San Mateo County Training Directory *(cont'd)*

## Menlo College

### CONTACT INFORMATION

Physical Address:

1000 El Camino Real  
Atherton, CA 94027

Mailing Address:

1000 El Camino Real  
Atherton, CA 94027

Phone: (650) 323-6141

Fax: (650) 617-2394

Website: [www.menlo.edu](http://www.menlo.edu)

Email: [admissions@menlo.edu](mailto:admissions@menlo.edu)

### SERVICES OFFERED

Career Development

Counseling ✓

Distance Learning

Financial Aid ✓

Job Placement

On-Site Child Care

Open Entry/Open Exit

Veteran Approved

### PROGRAMS OFFERED

- Business Administration and Management
- Computer and Information Sciences
- Humanities/Humanistic Studies
- Psychology

## Mills-Peninsula Hospital School Of Radiologic Technology

### CONTACT INFORMATION

Physical Address:

1783 El Camino Real  
Burlingame, CA 94010

Mailing Address:

1783 El Camino Real  
Burlingame, CA 94010

Phone: (650) 696-5519

Fax: (650) 696-5280

Website: None

Email: None

### SERVICES OFFERED

Career Development

Counseling

Distance Learning

Financial Aid

Job Placement

On-Site Child Care

Open Entry/Open Exit

Veteran Approved

### PROGRAMS OFFERED

- Medical Radiologic Tech./Technician

# San Mateo County Training Directory *(cont'd)*

## NCP Vocational School

### CONTACT INFORMATION

Physical Address:

881 Sneath Lane, #201  
San Bruno, CA 94066

Mailing Address:

881 Sneath Lane, #201  
San Bruno, CA 94066

Phone: (650) 871-0701

Fax: (650) 871-0703

Website: [www.ncpvocational.com](http://www.ncpvocational.com)

Email: [milojocson@ncpvocational.com](mailto:milojocson@ncpvocational.com)

### SERVICES OFFERED

Career Development ✓

Counseling ✓

Distance Learning

Financial Aid

Job Placement

On-Site Child Care

Open Entry/Open Exit

Veteran Approved

### PROGRAMS OFFERED

- Anatomy
- Home Health Aide
- Nurse Assistant/Aide
- Nursing, Other
- Psychology

## Opportunities Industrialization Center West

### CONTACT INFORMATION

Physical Address:

1200 O'Brien Drive  
Menlo Park, CA 94025

Mailing Address:

1200 O'Brien Drive  
Menlo Park, CA 94025

Phone: (650) 322-8431

Fax: (650) 324-3419

Website: [www.oicw.org](http://www.oicw.org)

Email: [info@oicw.org](mailto:info@oicw.org)

### SERVICES OFFERED

Career Development ✓

Counseling

Distance Learning

Financial Aid

Job Placement ✓

On-Site Child Care ✓

Open Entry/Open Exit ✓

Veteran Approved

### PROGRAMS OFFERED

- Computer Programming
- Construction Trades
- Culinary Arts/Chef Training
- Desktop Publishing Equipment Operator
- Electrical and Electronics Equipment Installer and Repairer
- General Office/Clerical and Typing Services
- Nurse Assistant/Aide

# San Mateo County Training Directory *(cont'd)*

## Providence Vocational School

### CONTACT INFORMATION

Physical Address:  
189 School Street  
Daly City, CA 94014  
Mailing Address:  
189 School Street  
Daly City, CA 94014  
Phone: (650) 991-2309  
Fax: (650) 991-2047  
Website: None  
Email: None

### SERVICES OFFERED

Career Development ✓  
Counseling  
Distance Learning  
Financial Aid  
Job Placement  
On-Site Child Care  
Open Entry/Open Exit  
Veteran Approved

### PROGRAMS OFFERED

- Home Health Aide
- Nurse Assistant/Aide

## Saint Patrick's Seminary

### CONTACT INFORMATION

Physical Address:  
320 Middlefield Road  
Menlo Park, CA 94025  
Mailing Address:  
320 Middlefield Road  
Menlo Park, CA 94025  
Phone: (650) 325-5621  
Fax: (650) 322-0997  
Website: [www.stpatricksseminary.org](http://www.stpatricksseminary.org)  
Email: [info@stpatricksseminary.org](mailto:info@stpatricksseminary.org)

### SERVICES OFFERED

Career Development ✓  
Counseling  
Distance Learning  
Financial Aid ✓  
Job Placement  
On-Site Child Care  
Open Entry/Open Exit  
Veteran Approved

### PROGRAMS OFFERED

- Divinity/Ministry (B.D., M.Div.)
- Pastoral Counseling and Specialized Ministries
- Theology/Theological Studies

# San Mateo County Training Directory *(cont'd)*

## San Mateo Adult School

### CONTACT INFORMATION

Physical Address:

789 East Poplar Avenue  
San Mateo, CA 94401

Mailing Address:

789 East Poplar Avenue  
San Mateo, CA 94401

Phone: (650) 558-2100

Fax: (650) 762-0232

Website: [www.smuhsd.k12.ca.us/adult/adult.htm](http://www.smuhsd.k12.ca.us/adult/adult.htm)

Email: [bharper@smuhsd.k12.ca.us](mailto:bharper@smuhsd.k12.ca.us)

### SERVICES OFFERED

Career Development

Counseling ✓

Distance Learning

Financial Aid

Job Placement

On-Site Child Care

Open Entry/Open Exit

Veteran Approved

### PROGRAMS OFFERED

- Accounting
- Basic Skills
- Building/Property Maintenance and Manager
- Carpenter
- Computer Typography and Composition Equipment Operator
- Building Finishers and Managers
- General Retailing Operations
- Home Health Aide
- Nurse Assistant/Aide
- Teaching English as a Second Language/ Foreign Language
- Upholsterer

## San Mateo County Regional Occupational Program

### CONTACT INFORMATION

Physical Address:

101 Twin Dolphin Drive  
Redwood City, CA 94065

Mailing Address:

101 Twin Dolphin Drive  
Redwood City, CA 94065

Phone: (650) 802-5411

Fax: (650) 802-5414

Website: [www.smcoe.k12.ca.us/rop](http://www.smcoe.k12.ca.us/rop)

Email: None

### SERVICES OFFERED

Career Development ✓

Counseling ✓

Distance Learning

Financial Aid

Job Placement ✓

On-Site Child Care

Open Entry/Open Exit ✓

Veteran Approved

### PROGRAMS OFFERED

- Accounting Technician
- Auto/Automotive Mechanic/Technician
- Computer Facilities Operator
- Carpenter
- Child Care Workers and Managers
- Computer Maintenance Tech./Technician
- Electrical and Electronics Equipment Installer and Repairer
- General Office/Clerical and Typing Services
- Health Aide
- Health Unit Coordinator/Ward Clerk
- Hotel/Motel Services
- Nurse Assistant/Aide

# San Mateo County Training Directory *(cont'd)*

## Sequoia Union High Adult School

### CONTACT INFORMATION

Physical Address:  
3427 Middlefield  
Menlo Park, CA 94025  
Mailing Address:  
3427 Middlefield  
Menlo Park, CA 94025  
Phone: (650) 306-8866  
Fax: (650) 261-1209  
Website: [www.seq.org](http://www.seq.org)  
Email: [sswendel@seq.org](mailto:sswendel@seq.org)

### SERVICES OFFERED

Career Development  
Counseling  
Distance Learning ✓  
Financial Aid  
Job Placement  
On-Site Child Care ✓  
Open Entry/Open Exit ✓  
Veteran Approved ✓

### PROGRAMS OFFERED

- Computer Facilities Operator
- Clothing/Apparel and Textile Studies
- Cooking and Other Domestic Skills
- Electrical and Electronics Equipment Installer and Repairer, General
- English Language and Literature
- Financial Planning
- General Office/Clerical and Typing Services
- Health-Related Knowledge and Skills
- Reading
- Woodworkers
- Writing

## Skyline College

### CONTACT INFORMATION

Physical Address:  
3300 College Drive  
San Bruno, CA 94066  
Mailing Address:  
3300 College Drive  
San Bruno, CA 94066  
Phone: (650) 738-4100  
Fax: (650) 738-4200  
Website: [www.smccd.cc.ca.us/smccd/skyline/skyline.html](http://www.smccd.cc.ca.us/smccd/skyline/skyline.html)  
Email: None

### SERVICES OFFERED

Career Development ✓  
Counseling ✓  
Distance Learning ✓  
Financial Aid ✓  
Job Placement ✓  
On-Site Child Care  
Open Entry/Open Exit ✓  
Veteran Approved ✓

### PROGRAMS OFFERED

- Accounting
- Auto/Automotive Mechanic
- Business Administration and Management
- Data Processing Services
- Computer and Information Sciences
- Electrical and Electronics Equipment Installer and Repairer, General
- Legal Administrative Assistant/Secretary
- Management Information Systems and Business Data Processing
- Medical Assistant
- Physical Sciences
- Public Administration

# San Mateo County Training Directory *(cont'd)*

## South San Francisco Adult School

### CONTACT INFORMATION

Physical Address:

825 Southwood Drive

South San Francisco, CA 94080

Mailing Address:

825 Southwood Drive

South San Francisco, CA 94080

Phone: (650) 877-8844

Fax: (650) 877-8786

Website: [www.smcoe.k12.ca.us/ssfusd/as](http://www.smcoe.k12.ca.us/ssfusd/as)

Email: [bgrantham@ssfmail.ssfusd.k12.ca.us](mailto:bgrantham@ssfmail.ssfusd.k12.ca.us)

### SERVICES OFFERED

Career Development ✓

Counseling ✓

Distance Learning

Financial Aid

Job Placement

On-Site Child Care ✓

Open Entry/Open Exit ✓

Veteran Approved ✓

### PROGRAMS OFFERED

- Administration of Special Education
- Business Administration and Management, General
- Electrical, Electronic and Communications Engineering Tech./Technician
- Mathematics
- Science, Technology and Society

## Wallin's

### CONTACT INFORMATION

Physical Address:

1119 Industrial, #7

San Carlos, CA 94070

Mailing Address:

1119 Industrial, #7

San Carlos, CA 94070

Phone: (650) 591-5641

Fax: (650) 591-5924

Website: [www.wallins.com](http://www.wallins.com)

Email: [wallindive@aol.com](mailto:wallindive@aol.com)

### SERVICES OFFERED

Career Development

Counseling

Distance Learning

Financial Aid

Job Placement

On-Site Child Care

Open Entry/Open Exit ✓

Veteran Approved

### PROGRAMS OFFERED

- Diver (Professional)



# San Mateo County Training Directory *(cont'd)*

## World Learning – Business Solutions

### CONTACT INFORMATION

Physical Address:

610 Elm St., #203

San Carlos, CA 94070

Mailing Address:

610 Elm St., #203

San Carlos, CA 94070

Phone: (650) 596-9629

Fax: (650) 596-0128

Website: [www.worldlearning.org](http://www.worldlearning.org)

Email: None

### SERVICES OFFERED

Career Development

Counseling

Distance Learning

Financial Aid

Job Placement

On-Site Child Care

Open Entry/Open Exit ✓

Veteran Approved

### PROGRAMS OFFERED

- English Language and Literature

## Zephyr Business Services

### CONTACT INFORMATION

Physical Address:

1660 South Amphlett Blvd., #116

San Mateo, CA 94402

Mailing Address:

1660 South Amphlett Blvd., #116

San Mateo, CA 94402

Phone: (650) 655-2405

Fax: (650) 655-2406

Website: [www.zephyr-tec.com](http://www.zephyr-tec.com)

Email: [kbodah@zephyr-tec.com](mailto:kbodah@zephyr-tec.com)

### SERVICES OFFERED

Career Development

Counseling

Distance Learning

Financial Aid

Job Placement

On-Site Child Care

Open Entry/Open Exit ✓

Veteran Approved ✓

### PROGRAMS OFFERED

- Computer Science



**ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL**

Whom should we contact with any further questions?

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

<b>Occupation:</b>		
<b>Does your firm employ any individual performing the duties in the occupation described above?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>If yes,</b> please complete this survey for the occupation described. <b>If no,</b> please return this questionnaire to the above address. If your firm has multiple locations, please confine your answers to locations in <b>your county</b> .		
1. What job title(s) does your firm use for these duties?	Job Title(s): _____	
2. a. How many employees does your firm currently have in this occupation?	Number of Employees: _____	
b. In this occupation, how many are:	Number of Males: _____	Number of Females: _____
c. In this occupation, how many current employees are there and on average how many weekly hours do they work?		
Regular, Full Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Regular, Part Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Temporary/On Call:	Number of Employees: _____	Average Weekly Hours Worked: _____
Seasonal:	Number of Employees: _____	Average Weekly Hours Worked: _____
3. In your firm, what shifts are available for this occupation? (check all that apply)	<input type="checkbox"/> Day <input type="checkbox"/> Swing <input type="checkbox"/> Graveyard <input type="checkbox"/> Other: Please specify _____	
4. Has your firm hired in this occupation within the last 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, how many were hired to fill:		
vacancies resulting from promotions within your firm?		
vacancies resulting from people in permanent positions leaving your firm?		
new permanent positions resulting from growth?		
temporary, on call, or seasonal positions?		
5. a. During the last 12 months, did your firm's employment in this occupation: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
b. Over the next 24 months, do you expect your firm's employment in this occupation to: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
6. When you hire applicants for this occupation, is prior experience in this occupation required?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred	
If yes or preferred, how much experience in this occupation is required/preferred?	_____ (months)	
Is experience in other occupations accepted?	<input type="checkbox"/> Yes <input type="checkbox"/> No Please specify below: Occupation: _____ (months)	
7. If prior experience is required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one)		
Not Difficult      1      2      3      4      Difficult		
8. If prior experience is <u>not</u> required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find qualified applicants. (Circle one)		
Not Difficult      1      2      3      4      Difficult		

9. Does your firm accept training as a substitute for experience in this occupation? If yes, how many months of training can generally be substituted?		<input type="checkbox"/> Yes <input type="checkbox"/> No _____ (months)						
10. Is technical or vocational training required prior to employment in this occupation? If yes or preferred, what kind of training is required?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months)						
11. What is the minimum level of education your firm requires when hiring an applicant in this occupation? (Check one).								
<input type="checkbox"/> Less than high school diploma <input type="checkbox"/> High school diploma or equivalent <input type="checkbox"/> Associate Degree (2 year) <input type="checkbox"/> Bachelor Degree (4 year) <input type="checkbox"/> Graduate Study								
12. What is the usual income earned by your firm's employees in this occupation at the following levels of skills and experience?		For other compensation, please indicate the average overall earnings and types(s) of compensation.						
		<u>Base Wage or Salary</u>	<u>Other Compensation</u>					
• New hires, no experience (trained or untrained):		\$ _____	\$ _____					
• New hires who are experienced:		\$ _____	\$ _____					
• Experienced employees after 3 years with your firm:		\$ _____	\$ _____					
(Please check one)		<input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year					
			<u>Type of Compensation</u>					
			<input type="checkbox"/> Commission					
			<input type="checkbox"/> Tips					
			<input type="checkbox"/> Bonus					
			<input type="checkbox"/> Piece Rate					
			<input type="checkbox"/> Other Specify _____					
13. Are the wages for employees in this occupation subject to a collective bargaining or union agreement? If yes, what is the name of the union or local number?			<input type="checkbox"/> Yes <input type="checkbox"/> No _____					
14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees in this occupation and which best describes who pays for them:								
	<u>Employer Pays All</u>		<u>Share Cost</u>	<u>Employee Pays All</u>	<u>Not Provided</u>			
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Life Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sick Leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vacation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please Specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. a. Does your firm ever promote employees in this occupation to higher level positions?		<input type="checkbox"/> Yes <input type="checkbox"/> No						
If yes, what are the titles of the positions to which they may be promoted?		_____						
b. What skills are important for career advancement?		_____						
16. What computer software skills, if any, does your firm seek in applicants for this occupation? (Please check all that apply)								
Specify software names: <input type="checkbox"/> None								
<input type="checkbox"/> Word Processing <input type="checkbox"/> Spreadsheet <input type="checkbox"/> Database <input type="checkbox"/> Desktop Publishing <input type="checkbox"/> Other: _____								
17. What other new skills are needed to perform the duties of this occupation?								
_____								
18. When your firm hires employees for this occupation, which are the top three most successful recruitment methods?								
<input type="checkbox"/> In-house promotions or transfers <input type="checkbox"/> Newspaper ads <input type="checkbox"/> Internet								
<input type="checkbox"/> EDD <input type="checkbox"/> Walk-in applicants <input type="checkbox"/> Colleges/Universities								
<input type="checkbox"/> School/program referrals <input type="checkbox"/> Union hall referrals <input type="checkbox"/> Employee referrals								
<input type="checkbox"/> Private employment agencies <input type="checkbox"/> Trade journals <input type="checkbox"/> Other (Please specify): _____								
19. Are you aware of any new, changing, or emerging occupations in your industry? Please specify:		<input type="checkbox"/> Yes <input type="checkbox"/> No _____						
Would you like to receive a complimentary copy of the survey results for this occupation?		<input type="checkbox"/> Yes <input type="checkbox"/> No						